



Service Unit Manager

SU Manager **Volunteer Duties & Responsibilities**

ROLE DESCRIPTION

The Service Unit Manager recruits, supports and guides a team of volunteers to deliver a quality Girl Scout experience for the adults and girls in a geographic area. The SUM leads a Service Unit Team made up of some or all of the following positions: Event Coordinator, Recruitment Coordinator, New Leader Mentor, Treasurer, Cookie/ Fall Product Coordinator(s). Length of term is two (2) years. In Service Units with multiple Service Unit Managers, duties will be shared.

YOUR SUPPORT TEAM

Area Spirit of Nebraska Membership Team staff members, Other Spirit of Nebraska staff members, Service Unit Team members

DUTIES

1. Work with area Troop Support Specialist (TSS), Recruitment Specialist (RS) and SU Team to develop and implement the Plan of Success. Found online at GirlScoutsNebraska.org under Volunteer Resources.
2. Assist the TSS in recruiting and supervising the SU Team, including supporting team members as they carry out their duties.
3. Work with the TSS to schedule, plan and chair meetings of the SU on at least a quarterly basis.
4. Assist the TSS in recognizing the SU Team and other volunteers by submitting award nominations and coordinating the selection of delegates.
5. Work with the TSS to distribute information to SU Team and Co-Leaders in a timely manner.
6. Listen to volunteers' successes/concerns, provide conflict resolution as needed and/or refer to appropriate staff as necessary.
7. Return all communications from council staff and volunteers in a timely manner.

REQUIREMENTS

1. Maintain adult Girl Scout Membership for current membership year with satisfactory completion of background screening process.
2. Completion of GS101.
3. At least one (1) year prior Girl Scouting experience as an Adult Member.
4. Money management skills with ability to develop a budget, demonstrate financial responsibility and maintain financial records.
5. Energetic and enthusiastic about empowering girls and adults to build courage, confidence and character.
6. Recognize the value of diversity within the community and encourage mutual respect and understanding among all people.
7. Represent Girl Scouts Spirit of Nebraska in the community in a positive way.

Service Unit/Volunteer Meetings

The Service Unit Manager and Troop Support Specialist (TSS) will plan and chair a Service Unit/Volunteer Meeting at least on a quarterly basis. The TSS will provide updates from the council at these meetings. In addition, each Service Unit can set an agenda including items such as: event planning, mini-training opportunities, ceremonies, etc.

VOLUNTEER MEETING PLANNING CHECKLIST

- **MEETING FACILITY RESERVED**
 - Adequate seating, access to technology, accessible to all
 - Key pick-up arranged if needed
- **COMMUNICATION WITH TROOP CO-LEADERS, SERVICE TEAM MEMBERS AND GUESTS**
 - Notification of meeting time, date, location sent to all
 - Arrangements made to distribute materials to anyone not able to attend
 - Communicate with Service Team Members and guest speakers, brief them on topics to be discussed
- **PREPARE AGENDA (SEE NOTES BELOW)**
 - Gather materials needed
 - Co-Leader/Volunteer sign-in sheet
 - Handouts, calendars, etc.

SAMPLE SERVICE UNIT MEETING AGENDA

Before each meeting, set an agenda. Meeting that have no agenda are likely to have less direction and without it members may stray off topic, leading to few tangible or useful results. In addition, meeting participants may become disengaged if meeting strays from relevant topics, they may decide to skip future meetings.

TIP: FIND A SAMPLE SERVICE UNIT MEETING AGENDA ONLINE AT GIRLSCOUTSNEBRASKA.ORG UNDER "VOLUNTEER RESOURCES"

Service Team Meetings

In their leadership roles in the Service Unit, Team Members should meet separately on a regular basis to address questions and concerns, confirm Plans of Work progress and prepare for Service Unit Meetings.

SUGGESTED TOPICS FOR THE SERVICE TEAM MEETING INCLUDE:

- **COMMUNICATION**

- What Service Unit information needs to be shared at the upcoming meeting?
- Who will share this information?
- How will information be shared with volunteers who are unable to attend the Service Unit meeting?

- **PLANNING**

- What are the upcoming Service Unit events and/or service projects? What type of planning needs to be done?
- Are volunteers needed? If so, how will we recruit them?

- **ACHIEVEMENTS, CELEBRATIONS, RECOGNITIONS**

- Who will we nominate for Volunteer Awards and who will complete the nomination process? How will we choose girls and adults to represent us as delegates at the Annual Meeting?
- How will we welcome any new volunteers?
- How will we recognize volunteers and troops who have earned awards, achieved Honor Troop status, etc.?

- **SERVICE TEAM MEMBER REPORTS**

- Service Unit Manager – prepare general updates and develop list of items for discussion at the upcoming Service Unit Meetings, introduce new Troop Co-Leaders if New Leader Mentor is not present.
- Event Coordinator – announce upcoming events and mention volunteer needs.
- Cookie/Fall Product Coordinator – remind volunteers of upcoming deadlines and any pertinent product sales information.
- Recruitment Coordinator – share membership progress and announce any upcoming recruitment activities.
- Treasurer – provide update of Service Unit finances.
- New Leader Mentor – introduce any new Troop Co-Leaders.

UNDERSTANDING GROUP DYNAMICS

As a Service Unit Manager, you will often be in the position of facilitating group discussions. For this reason, it is important to understand group dynamics and learn ways to create a positive and productive discussion environment.

IF A GROUP MEMBER...

YOU MIGHT...

Talks without allowing others to participate.	Thank him/her for his/her input and ask for other points of view.
Always presents the negative side of an issue.....	Ask for group reactions to the views or alternate solutions to the problem.
Talk about subjects that are not pertinent.	Call attention to the issue at hand or suggest that the topic be discussed later.
Gets lost while trying to make a point.	Draw attention back to the discussion objectives. Remind everyone that time is limited.
Engages in side conversations.	Call on the talkers by name and ask an easy question to draw them back into the discussion.
Represents the interests of another group.	Ask them who they are speaking for. Ask them to discuss how the issue compares to your group's goals.
Acts superior to the group.	Ask for other views on the issues.
States messages that are judgmental.	Ask the group for other sides of the issue that should be considered.
Acts bored or indifferent.	Try to draw them into the discussion by listing other alternatives or asking for their opinion.
Is timid or insecure.	Draw out the person next to them, then ask their opinion of the view expressed.

TIPS FOR HANDLING CONFLICT

Everyday conflicts are a fact of life, and conflicts may arise from time to time within your Service Unit Team and/or between Troop Co-Leaders and parents. As the Service Unit Manager, you may be called upon to provide guidance in the midst of a conflict. Here are some steps to resolving conflict in a positive and helpful manner. You may find it helpful to share these guidelines with everyone involved before moving forward with the conflict resolution process.

1. **Identify the Problem:** Everyone involved in the conflict needs to accept that the conflict is a problem that can be solved. Each person should write down and share exactly what the issue is. An objective third party can act as a facilitator by leading discussion, rephrasing what has been said and suggesting possible solutions.
2. **Listen to Each Side of the Conflict:** Each person should have the opportunity to speak clearly and respectfully about their side of the issue. During this time, others should listen with an open mind and allow the speaker to finish without interruptions. The speaker should avoid “hot button” words such as “always” and “never” and make an effort to emphasize the facts.
3. **Identify Possible Solutions:** Everyone can make suggestions as to how the conflict can be resolved.
4. **Respond to Suggestions:** Each suggestion should be examined thoroughly and fairly. Often a combination of several different suggestions will end up being the best possible solution.
5. **Reach a Compromise:** A compromise may not mean that everyone gets exactly what they want, but everyone should be able to agree on a solution that is fair, safe, and in-keeping with the Girl Scout Promise and Law. The needs of the girls should always come first, and adults should understand that it may be necessary to agree to disagree on certain aspects.

Service Unit Manager Year-at-a-Glance

UPON REGISTRATION

ROLE ON-BOARDING

- Once you register as a Service Unit Manager, meet with area membership team staff members for a Service Unit orientation to help you understand your role.

JULY–NOVEMBER

SERVICE UNIT START-UP

- At the beginning of the year, you will fill any open positions and ensure volunteers complete their training. You'll also support your SU Recruiter and New Leader Mentor to welcome new girls, families, and leaders. Be sure to work with your SU Treasurer to set-up and begin monitoring your Service Unit's finances. Meet with your membership team staff members to fill out your Plan of Success for the upcoming Girl Scout year. Send Service Unit Team volunteers to Volunteer Rallies and Volunteer Enrichment Conference.

TIP: FIND A WRITEABLE SERVICE UNIT PLAN OF SUCCESS ONLINE AT GIRLSCOUTSNEBRASKA.ORG UNDER "VOLUNTEER RESOURCES"

SEPTEMBER–OCTOBER

PROMOTE NUTS & CANDY

- Work with your SU Fall Product Coordinator to promote Nuts & Candy, our fall product program.

OCTOBER–APRIL

PROMOTE SPECIAL GIRL SCOUT DATES

- Girl Scouts observes a number of Girl Scout holidays—make sure the Girl Scouts in your area know about them! Additionally, promote Spirit of Nebraska's Annual Meeting and select Delegates to represent your Service Unit's voice at the meeting.

NOVEMBER–FEBRUARY

PROMOTE THE GIRL SCOUT COOKIE PROGRAM AND VOLUNTEER AWARD NOMINATIONS

- Work with your Service Unit Cookie Coordinator to promote the Girl Scout Cookie Program. Identify members of your Service Unit that are deserving of Spirit of Nebraska and Girl Scouts of the USA Volunteer Awards to nominate and encourage girls and parents to nominate their Girl Scout volunteers.

APRIL–JUNE

WRAP-UP THE YEAR

- Consider holding a Service Unit-wide Court of Awards or bridging ceremony to celebrate what your Service Unit has accomplished! Attend Girl Award and Volunteer Award ceremonies. Be sure to promote the Early Bird renewal season (so girls can get in on some great perks). As you're wrapping up your year, identify team positions for the upcoming year, complete your Service Unit's Plan of Success, and ensure your SU Treasurer submits the Service Unit Finance Report by June 30.

Service Unit Plan of Work

SERVICE UNIT TEAM MEMBERS

	Full Name	Email Address	Phone #
Service Unit Manager			
Recruitment Coordinator			
Event Coordinator			
Treasurer			
Product Program Manager - Fall			
Product Program Manger - Cookies			
New Leader Mentor			
Additional Active SU Members			

SERVICE UNIT STATISTICS

# Public Elementary Schools	
# Public Middle Schools	
# Public High Schools	
# Private Schools	

	Previous Year Actual	Current Year Actual (To Date)	Current Year Goal	# Needed for Goal
# Potential Girls				
# Potential Homeschooled Girls				
# Registered Girls				
# Registered Adults				
% of Girl Retention				
% of Adult Retention				
# of Individual Girl Members				
# Troops Total				

	Previous Year Actual	Current Year Actual (To Date)	Current Year Goal	# Needed for Goal
# Daisy Troops				
# Daisy Girls (K-1)				
# Brownie Troops				
# Brownie Girls (2-3)				
# Junior Troops				
# Junior Girls (4-5)				
# Cadette Troops				
# Cadette Girls (6-8)				
# Senior Troops				
# Senior Girls (9-10)				
# Ambassador Troops				
# Ambassador Girls (11-12)				
# Multi-Level Troops				
% Unique Girls Participating in Programs				
% Girls Participating in Fall Product Program				
% Girls Participating in Cookie Program				
% Girls Early Bird Registered/Renewed				
% Adults Early Bird Registered/Renewed				
# Adults Earned Volunteer Award				

	Started Previous Year	Completed Previous Year	Started Current Year	Completed Current Year (to date)	Current Year Goal
# Girls Earned Bronze Award					
# Girls Earned Silver Award					
# Girls Earned Gold Award					

Sample Service Unit Agenda

SU (#) VOLUNTEER MEETING

Date, Time, Location

- Icebreaker
- Welcome
- Opening Ceremony
- Sign-In
- Mini-Training Opportunities (Troop Budgeting, Flag Ceremony Training, Craft Demonstration, etc.)
- Service Team Updates
- Council Updates - Troop Support Specialist Presents
- Events/Service Project Planning
- Questions
- Materials Distribution
- Closing



**Girl Scouting
builds girls of
courage, confidence,
and character,
who make the world
a better place.**

GirlScoutsNebraska.org

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