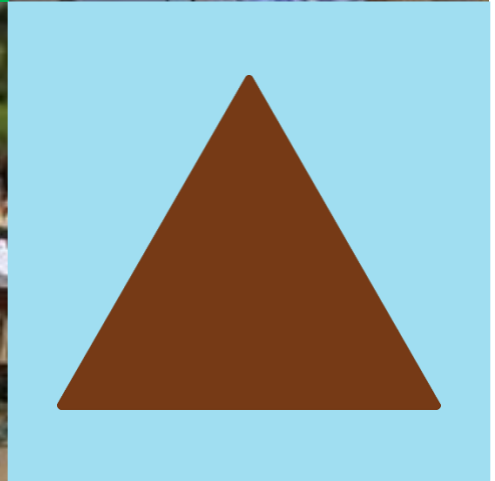
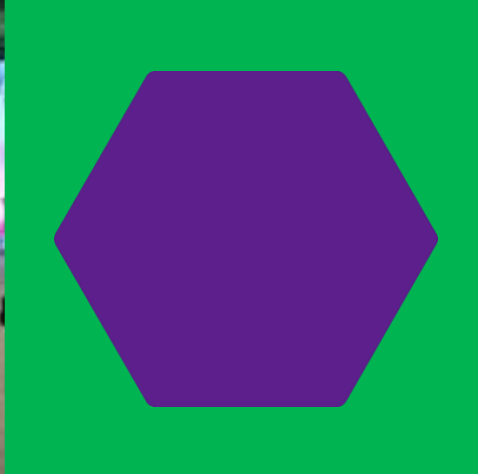


# Service Unit Team Guide



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## The Girl Scout Promise

On my honor, I will try:

To serve God\* and my country,  
To help people at all times,  
And to live by the Girl Scout Law.

## The Girl Scout Law

I will do my best to be  
honest and fair,  
friendly and helpful,  
considerate and caring,  
courageous and strong, and  
responsible for what I say and do,  
and to  
respect myself and others,  
respect authority,  
use resources wisely,  
make the world a better place, and  
be a sister to every Girl Scout.

*\*Members may substitute for the word God in accordance with their own spiritual beliefs.*

# Your Service Unit



Each Girl Scout troop is part of a local service unit, a geographically-based division of Girl Scouts of Colorado.

Service Units are managed by teams of council-appointed volunteers. Service unit volunteers are appointed to positions for renewable one-year terms. Each year, service unit volunteers will reaffirm their commitment to their volunteer position by signing an annual agreement. Service unit volunteers may be removed from their positions at any point if the terms of this agreement are not upheld.

The purpose of a service unit:

- Serve as a local communication center for the council.
- Provide direct support to volunteers.
- Provide quality local experiences for youth Girl Scouts.
- Grow community connections and visibility.

Each service unit has a shared goal: to best serve the needs of its Girl Scouts

Each year, your team will complete a plan of work that outlines your goals with your Volunteer Success/Community Engagement Specialist. Service unit team members contribute to these goals by:

- Volunteering in a variety of roles and recruiting other volunteers.
- Keeping positive, relevant, and consistent communication.
- Maintaining Girl Scouts as an inclusive and open environment for all members and families.
- Be welcoming of new volunteers and build a welcoming environment for all volunteers.
- Recognizing girls, families, and troop leaders for their dedication and accomplishments.
- Hosting events for girls to make new friends and learn new skills.
- Coordinating Fall Product and Cookie Programs.
- Ensuring Girl Scouts has a visible community presence.
- Supporting new membership recruitment and renewal campaigns.
- Having fun with your Girl Scout sisters.

# The Bigger Picture

Service unit team members are integral to the Girl Scout organizational structure. These roles communicate regularly with council staff and local troop volunteers to bring Girl Scout opportunities to their communities.

## Organizational Structure:

### World Association of Girl Guides and Girl Scouts (WAGGGS)

WAGGGS is the largest voluntary movement dedicated to girls and young women in the world, representing 10 million girls and young women from 150 countries who are working to make the world a better place. Girl Scouts of the USA celebrates its involvement in WAGGGS through World Thinking Day celebrations, adopting WAGGGS program opportunities, and by visiting and volunteering at WAGGGS world center sites across the globe.

### Girl Scouts of the USA

Headquartered in New York City, Girl Scouts of the USA is a national organization supporting the work of 110 councils across the US for more than 100 years. Today, Girl Scouts of the USA is 2.5 million strong with more than 1.7 million girls and 750,000 adults like you helping to build girls of courage, confidence, and character who make the world a better place.

### Girl Scouts of Colorado

Covering the entire state of Colorado, GSCO is an independent 501(c)(3) nonprofit organization chartered by Girl Scouts of the USA and operating under the direction of a local board of directors and overseeing all service units and troops within its coverage borders.

### Membership Connection Committee

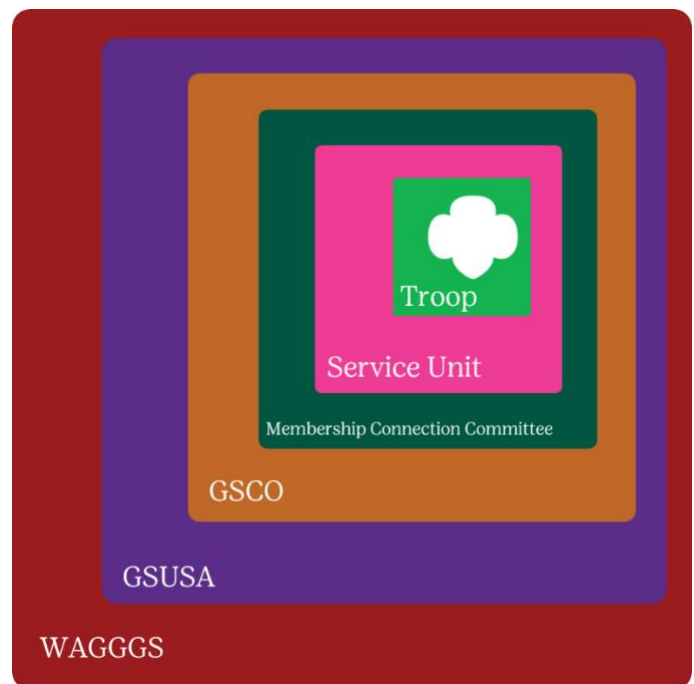
A representative body made up of volunteers from around the state. Represents our membership on our Board of Directors and addresses issues important to local membership.

### Service Units

Service units are local communities of Girl Scouts. Service unit teams are made up of volunteers who support the work of troop volunteers within that local community. They are a first line of support for troop volunteers and help ensure that Girl Scouting is active and accessible in their community to continue to grow the Girl Scout mission.

### Troops

Troops are a volunteer-supervised group of girls comprised of at least three girls and two registered, approved, and trained troop leaders. Troops may be a group of Girl Scouts in the same program level or a group of Girl Scouts across multiple program levels.



**Girl Scouts are at the center of the organization!**

# Girl Scout Program

At Girl Scouts, girls have tons of fun, make new friends, and go on fantastic new adventures. Our program centers around the Girl Scout Leadership Experience to achieve essential outcomes for girls:



**A Strong Sense of Self**  
*Confidence in herself & her abilities*



**Positive Values**  
*She acts Responsibly & Honestly*



**Confidence to Seek Challenges**  
*She acts Responsibly & Honestly*



**Healthy Relationships**  
*She maintains Healthy relationships*



**Community Problem Solver**  
*She works to make the world a better place*



**Daisies**  
K & 1st



**Brownies**  
2<sup>nd</sup> & 3<sup>rd</sup>



**Juniors**  
4<sup>th</sup> & 5<sup>th</sup>



**Cadettes**  
6<sup>th</sup>-8<sup>th</sup>



**Senior**  
9<sup>th</sup> & 10<sup>th</sup>



**Ambassador**  
11<sup>th</sup> & 12<sup>th</sup>

All of Girl Scout programs are designed with a research-backed curriculum centered around fun and friendship. To create experiences, we focus on four core program areas to spark girls' interests:



**Outdoors**



**Entrepreneurship**



**STEM**



**Life Skills**

**In Girl Scouts, girls will:**

## **Discover**

Find out who they are, what they care about, and what their talents are.

## **Connect**

Collaborate with other people, locally and globally, to make a difference in the world.

## **Take Action**

Do something to make the world a better place.



Whether they learn new skills through badges, solve global problems with Highest Awards, or create lifelong memories with fun patches, at Girl Scouts, every girl has countless ways to explore our Girl Scout Leadership Experience and hone the skills they'll need to power a lifetime of success — whatever that looks like for them.

## Programs and Events

Girl Scouts of Colorado offers a wide range of programming — everything from STEM (Science, Technology, Engineering and Math) to life skills activities to exploring the outdoors. Events are open to attend as a troop, or individually, depending on interest. GSCO is committed to pursuing its mission through its programming, offering an astounding array of innovative, fun, and memorable activities. Council-sponsored activities are designed to enhance the Girl Scout experience and are developed for specific grade levels. We offer so many ways for you to explore your current interests, and help you discover more! Visit our online our [Events Calendar](#) for details about all the cool programs and events available to you this year. Programs are added continually throughout the year.



### Field Trips and Travel

Troops are encouraged to go places—from field trips to the local library or fire station as a Girl Scout Brownie to global adventures as teens.

Girl Scouts of Colorado partners offer a variety of leadership development programming through the lens of STEM, life skills, and outdoor stewardship. Plan a field trip or complete a council patch. Get more information in the [Anytime Activities](#) section of our website.

As your girls get older, you can start looking for opportunities farther afield. Girls will see and learn new things, pack their bags full of inspiring, life-changing experiences and memories, and make friends from all over the world as they travel with Girl Scouts. For more information about how to travel with your troop visit our [Travel page](#).



### Camp and Outdoors

Skills like building a campfire, pitching a tent, or canoeing across a lake. Girl Scouts of Colorado offers various types of organized camping opportunities: day camp, summer resident camp, troop camp, and family camp. We offer overnight summer camp at Sky High Ranch and Tomahawk Ranch in three-, six-, nine- and 12-day sessions. Girls attend by themselves or with a buddy and are placed in groups of six to 24 based on age and program activities. Older girls, Cadettes and up, can join our [Outdoor Adventure Club](#) and make new friends while rock climbing, snow shoeing, or summiting a 14'er!

Girl Scouts of Colorado has eight unique camp property spaces across the state available for troops, Girl Scout groups, families and outside user groups to rent. Take a hike in Rocky Mountain National park from Meadow Mountain Ranch, hang from a zip-line across the meadow at Sky High Ranch, and visit the farm animals or shoot a bullseye on the archery course at Tomahawk Ranch! Get more information about property rental, search for upcoming outdoor events and learn more about how to get your troop outside on the [Camp and Outdoors page](#).

## Badges

What have your girls always wanted to do? Make their own movie, go geocaching, plant a garden? Great news! They can learn to do all these things and more while earning Girl Scout badges. Badges are worn on the front of the vest or sash and indicate an increase in knowledge or skill in a subject area. The VTK and printed badge guides are your resources for the requirements.

## Leadership Awards

### Patches

Think of patches like collecting memories in Girl Scouts. They're often a part of the fun activities girls can do in Girl Scouts without the requirements of badges. Patches are always worn on the back of the vest or sash.



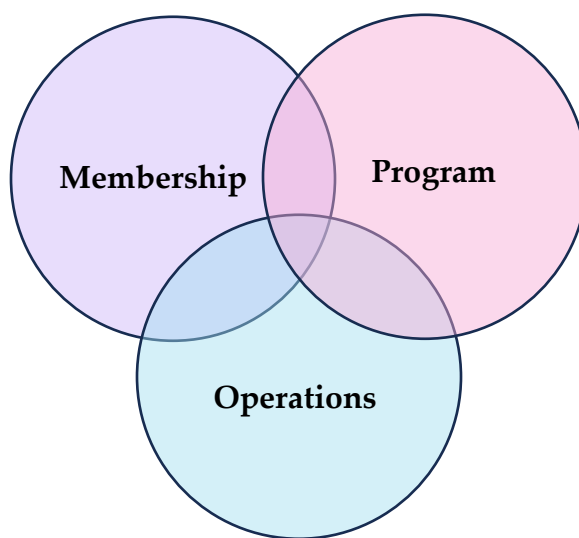
# Service Unit Structure

A service unit is the volunteer-led aspect of the council's structure that provides the Girl Scout Leadership Experience to girls, directly supports members, and serves as a communication hub for girls, families, and volunteers. The service unit is the local face of Girl Scouts, showing their community the impact and reach of Girl Scouts. The service unit team is there to support girls and volunteers locally—from finding troop meeting locations and connecting troops and community service organizations to organizing local events, celebrations, and opportunities that are girl-led and include Girl Scout programming.

There are three main areas of responsibility for the service unit:

- Membership
- Program
- Operations

Each of these areas are key for service unit success. All service unit team members should work together in all areas to provide a collaborative, supportive system for volunteers and members of the service unit. Ideally, different team members would take the lead in each of these areas. This model is designed to better distribute the responsibilities of the service unit while being flexible enough to fit the needs of the team. Each service unit is unique, and the structure of your team is flexible. You may have several more people with service unit roles that fit in your team, or a person may take on multiple roles.



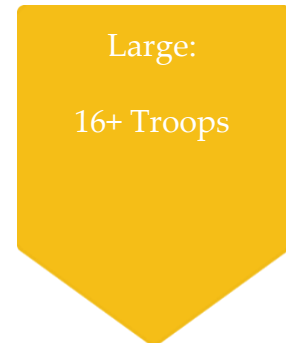
## **Your GSCO council staff**

We are here for you! You are supported by a support team consisting of member engagement specialists or volunteer success specialists. You will be guided by your MES/VSS on your training journey with our training team. Other staff that you may interact with include community engagement, new member admin and volunteer admin teams, customer care and registration teams and our program teams, which includes girl program, product programs, and outdoor programs.



Just as the communities in Colorado vary in size, so do our service units. What a smaller service unit does will look different than the things a large service unit will pursue.

Successful service units are engaged with the troops in their community. We encourage you to reach out to other nearby units and build relationships with them as appropriate. The following are suggested best practices for service units based on size:



*Service units must have a minimum of 2 troops to qualify for some rewards and incentives, such as Cookie Program rewards.*

<b>Recommendations:</b> <ul style="list-style-type: none"> <li>• Support all troops, especially new troops.</li> <li>• Meet as a service unit 4+ times per year.</li> <li>• Hold at least 1 gathering/event per year.</li> <li>• Participate in 1 community engagement/recruitment event per year.</li> <li>• Establish a communication space where info can be shared with troops and caregivers.</li> </ul>	<b>Recommendations:</b> <ul style="list-style-type: none"> <li>• Support all troops, especially new troops by assigning a new troop mentor.</li> <li>• Meet as a service unit 4+ times per year.</li> <li>• Hold at least 3 gatherings/events per year.</li> <li>• Participate in 2 community engagement/recruitment events per year.</li> <li>• Establish a communication space where info can be shared with troops and caregivers.</li> </ul>	<b>Recommendations:</b> <ul style="list-style-type: none"> <li>• Support all troops, especially new troops with designated new troop mentors.</li> <li>• Meet as a service unit 6+ times per year.</li> <li>• Hold at least 5 gatherings/events per year.</li> <li>• Participate in 3 community engagement/recruitment events per year.</li> <li>• Sponsor a Starter Troop.</li> <li>• Host a day camp or service unit camp weekend each year.</li> <li>• Create a committee of older girls to help with service unit events.</li> <li>• Establish a communication space where info can be shared with troops and caregivers.</li> </ul>
<b>Required positions:</b> <ul style="list-style-type: none"> <li>• Service Unit Manager</li> <li>• Service Unit Product Manager (may be same or different people for Fall Product and Cookie Programs)</li> <li>• Service Unit Bank Account Signers (minimum 2 unrelated volunteers)</li> </ul>	<b>Required positions:</b> <ul style="list-style-type: none"> <li>• Service Unit Manager/Management Team</li> <li>• Service Unit Product Manager (may be same or different people for Fall Product and Cookie Programs)</li> <li>• Service Unit Bank Account Signers (minimum 2 unrelated volunteers)</li> </ul>	<b>Required positions:</b> <ul style="list-style-type: none"> <li>• Service Unit Management Team</li> <li>• Service Unit Product Manager (may be same or different people for Fall Product and Cookie Programs)</li> <li>• Service Unit Bank Account Signers (minimum 2 unrelated volunteers)</li> </ul>
Consider partnering with other service units nearby or check out things that are going on regionally that could be fun opportunities for your troops and Girl Scouts.	<b>Consider adding these SU roles:</b> <ul style="list-style-type: none"> <li>• Events Coordinator</li> <li>• Communications coordinator</li> <li>• New troop mentor</li> </ul>	<b>Consider adding these SU roles:</b> <ul style="list-style-type: none"> <li>• Events Committee</li> <li>• Communications coordinator</li> <li>• New troop mentor(s)</li> <li>• Recruitment coordinator</li> <li>• Recognitions coordinator</li> <li>• Day camp/SU camp coordinator</li> <li>• Older Girl/Juliette coordinator</li> </ul>

# Service Unit Team Roles

There are many roles and responsibilities a service unit team member can do or delegate to others on the team. How responsibilities are divided and delegated depends on the needs of the service unit, the skills and talents of the team, and how many team members a service unit has. This is not an exhaustive list of possible roles, but just a place to get started with a conversation. See the Appendix for complete position descriptions for all service unit team roles.

## Service Unit Manager/Management Team:

### Operations

- Service unit meeting facilitator
- Create service unit meeting agendas and schedule meetings.
- Reserve meeting space
- Communicate with troop leaders on a regular basis through service unit communication channels.
- Support the resolution of conflicts in the service unit.
- Manage/coordinate other service unit team members.
- Monitor bank account/budget

### Membership

- Support the onboarding of new troop leaders and continued mentoring of troop leaders through their leadership experience.
- Partner with volunteer recruiters and council recruitment staff to plan and execute girl and volunteer recruitment activities within the service unit.
- Support the resolution of conflicts in the service unit.
- Ensure all volunteers are recognized.

### Program

- Organize and plan service unit events.
- Coordinate with other team members to ensure safety compliance, activity payment, and event schedules.
- Ensures additional volunteer coverage for events.
- Attends service unit meetings to inform about upcoming events.

### Product Program (Cookie Program and Fall Product)

- Support the onboarding of new product program volunteers and continued mentoring through their leadership experience.
- Coordinate with other team members for product ordering, pick-up, delivery, and inventory management
- Receive and distribute rewards.
- Complete Product Program training

## Team Roles:

### Treasurer/Bank Signer

- Two unrelated signers are required on bank account.
- Ensure financial transparency.
- Monitor bank account.
- Keeps accurate financial records.
- Submit annual financial report.
- Complete Financial Management training

### Recognitions

- Ensure all volunteers are recognized throughout the year in various formal and informal ways.
- Plan a thank you event or other recognition for all volunteers.
- Encourage and coordinate nominations for volunteer awards.
- Ensure that volunteers are recognized when they receive awards.

### Recruitment

- Coordinate recruitment of girls and adults at community and school events
- Main point of contact for GSCO recruitment staff
- Communicates with schools and other community organizations throughout the year to arrange for Girl Scouts participation.
- Ensures events have volunteer support.

### Communications

- Maintains and monitors service unit communication channels such as websites, Facebook group, BAND site etc.
- Send out monthly service unit newsletter and/or service unit meeting notes/minutes.
- Highlights service unit activities by sharing on the GSCO blog or other social media channels.
- Maintains service unit records.

### New Troop Mentor

- Welcome, support and empower new troop leaders as they get started.
- Train and assist troop leaders in the use of Volunteer Toolkit (VTK)
- Promote national and council training opportunities in gsLearn and/or live/in-person.
- Plan and host 4-6 meetings for new troops using Starter Troop model.

### Event Coordinator

- Organize and plan service unit events and/or camp.
- Coordinate with other team members to ensure safety compliance, activity payment, and event schedules.
- Ensures additional volunteer coverage for events and/or camp.
- Attends service unit meetings to inform about upcoming events.

## Other Possible Roles:

- Older Girl Committee Coordinator
- Camp/Outdoor Coordinator
- Juliette Coordinator/Mentor
- Travel Coordinator

# Engaging the Service Unit

Service unit teams thrive when a group of dedicated volunteers with diverse backgrounds and skills come together. As managers of other volunteers, you can entrust other volunteers in the service unit to help, too. If you have the right person in place, your role as manager will become much easier and your team can efficiently achieve success. The service unit is at its best when volunteers and members actively engage in its activities, meetings, and events to build a vibrant and thriving local Girl Scout community. One large piece of connecting troops and volunteers with your service unit efforts is encouraging their regular participation in service unit meetings to network with other volunteers, learn about local opportunities, and feel connected to their Girl Scout community.

Most of our service unit volunteers started as troop leaders with a goal of giving back to their community. By promoting volunteers within our organization, we can find talent with knowledge of and commitment to the Girl Scout mission. We strive to encourage and champion their ambitions, while we help them grow their knowledge, experience, and skills that can help them in their Girl Scout role, their career, and their personal lives.

To help identify volunteers that have potential for service unit roles, spend time getting to know them, their interests, and skills. Consider how to help bring other volunteers into support roles that play to their strengths or help them expand skills that may help them in a future role. If a volunteer has a lot of interest in events, they may not be ready to take on the role of event coordinator but consider asking them to chair or co-chair a specific event to mentor them for a future role, or ask them to be part of a committee, and use delegation strategies to help your service unit achieve its goals.

## Successful Delegation

- ❑ Maintain regular communication
- ❑ Embrace other ideas and viewpoints
- ❑ Let the volunteer take responsibility
- ❑ Create clear expectations
- ❑ Set priorities

## Pitfalls to avoid

- ❑ Placing volunteers in roles they dislike
- ❑ Choosing “warm bodies”
- ❑ Not addressing poor results
- ❑ Utilizing the same volunteers continuously
- ❑ Trying to answer every question
- ❑ Trying to do it all yourself

# Successful Service Unit Tips

We know our service unit volunteers, like all volunteers, are busy people leading busy lives, and many of our service unit volunteers are also troop leaders and hold other volunteer roles. Just like our troop volunteers may need support from the service unit, service unit volunteers may need support from other troop volunteers. There are a lot of opportunities for other volunteers to step forward and help service unit volunteers with events, distributing cookie rewards, and planning program experiences.

- **Effective Service Unit Meetings**

- Plan meeting dates and locations well in advance.
- Promote upcoming meetings, events, and learning opportunities as far in advance as possible.
- Send out meeting reminders a few days before each meeting.
- Add a personal touch! If a troop misses a meeting, follow up with a call to one of the leaders to let them know what they missed.
- Aim for a balanced agenda to include time for introducing new faces, learning new things, talking about best practices, and asking questions.
- Avoid negative talk about Girl Scouts or the service unit. Your fellow volunteers are always listening.

- **Delegate and Ask for Help**

- Familiarize yourself with the requirements needed for each of the volunteer positions.
- Have a clear and specific ask ready—for example, instead of “Would you be willing to help with planning a service unit camp?” ask, “I need someone to plan meals for our camp weekend. Could you help with that?”
- Identify a potential volunteer’s strengths and match a need to those strengths. For example, you might ask a volunteer who is great at managing their troop’s finances to hold a workshop of best practices and strategies for the service unit at a meeting.
- When a potential volunteer says they’ll help with a task or in a role, follow up with them immediately while they’ve freshly committed to helping to give them the information they’ll need to be successful.
- Ask your troop leaders if they have parents or caregivers in their troops who might help with service unit events and activities or in a service unit volunteer role. Consider recruiting former troop leaders, lifetime members, alums, and community members.
- Consider the skills and abilities of individuals in your service unit. Give some thought to additional skills an individual may want to develop that could apply in their career.

- **Recognize Volunteers**

- Recognize volunteers right away. Once someone says they will help, make sure to thank them. Consider giving a handwritten thank you note.
- For new volunteers coming into service unit roles, thank them at service unit meetings so others can thank them for stepping up and helping support the service unit.
- The service unit team might also recognize a volunteer’s support through an Adult Award nomination with council or other local recognition.

- **Plan for succession**

- Identify and develop volunteers to fill future positions so that they are prepared to assume open team roles. Service unit teams thrive when candidates for open positions are committed and when the pool of candidates is diverse.
- Partner with volunteers that are stepping down to coach/mentor a fellow volunteer towards stepping into the role.

# Working Together to Lead

The service unit team works together with GSCO membership staff to ensure the service unit is growing in its mission to engage girls in Girl Scouts, support volunteers and provide opportunities for girls to grow through Girl Scouts. Meetings with the leadership team are essential to brainstorm, discuss, organize, and plan the service unit meetings, events, and programs. The service unit team should meet with their volunteer success/member engagement specialist at least three times per year:

## Calendar Planning Meeting (July-Aug)

- ☐ Set dates for the lead team and service unit meetings for the upcoming year.
- ☐ Begin planning and scheduling service unit events, trainings, recruitment events, and activities for the upcoming year.
- ☐ Discuss service unit goals from the previous year, the progress made, and changes that should be made for the coming year.
- ☐ Review service unit budget and discuss possible fundraising and expenses for the year.
- ☐ Develop a plan for welcoming new leaders and troops.
- ☐ Invite new prospective team members and/or discuss how to strengthen and grow the team.

## Mid-Year Check-in (Nov-Jan)

- ☐ Review goals and track progress
- ☐ Plan and schedule service unit events, trainings, recruitment events and activities for the remainder of the year.
- ☐ Reflect on challenges and create strategies for improvement.
- ☐ Celebrate successes.
- ☐ Plan for volunteer recognition

## End of Year (Apr-June)

- ☐ Review the previous year's progress in an end-of-year meeting and work with membership staff to identify areas of growth for the membership year.
- ☐ Plan overall recruitment strategies of the service unit; plan individual recruitment activities, set dates, and assign duties for year-round recruitment.
- ☐ Review school calendars and school profiles or statistics.
- ☐ Share membership statistics for the current and past year and share troop status and spring renewal registration statistics.
- ☐ Note returning troops, possible new leadership needs, bridging girls, graduating girls, potential disbanding troops, and other leadership needs.
- ☐ Complete end of year paperwork (financial report) and set budget for upcoming year.



# Service Unit Meetings

Service unit meetings provide an opportunity for leaders and members of the service unit team to meet on the local level. Service units can meet monthly, every other month or quarterly, depending on the needs of the service unit. The service unit team should determine the schedule and frequency that works best for the service unit, but each service unit should plan to meet a minimum of four times per year. If leaders from a troop are unable to attend a meeting, they're encouraged to have a registered parent attend on their behalf, so the troop is attuned to what is going on in the community. The service unit meeting is facilitated by the service unit lead team.

## **The purpose of service unit meetings is to:**

- Continue to build an atmosphere of teamwork and foster enthusiasm for Girl Scouts.
- Keep area members current on Girl Scout activities and opportunities.
- Share area and troop successes.
- Provide enrichment opportunities, trainings, and support for area adults and leaders.

## **How to host a successful service unit meeting:**

- Arrange a meeting space (school, community building, business with a meeting room, etc.)
- Follow your agenda
- Create a welcoming environment by designating someone to sit with new leaders and welcome them to your service unit
- Remember that these meetings are supposed to be fun as well as informative, so try incorporating activities, prizes, or changing up the location
- Consider hosting leader appreciation events in place of traditional meetings especially during Volunteer Appreciation Month in April
- Leader meetings should last approximately one hour, depending on what you need to cover. Some meetings may fill a full agenda while others may be shorter; focus on covering relevant information.
- Go virtual. A blend of in-person and virtual meetings increases flexibility for volunteers' schedules and helps to keep the service unit connected. Consider broadcasting in-person meetings through a platform like Zoom to increase accessibility and attendance at meetings and alternating in-person/virtual meetings throughout the year depending on the season/needs of the group.

## **Sample Service Unit Agenda**

- ☐ Review the agenda and timing
- ☐ Introduce key team members
- ☐ Thank leaders in attendance
- ☐ Icebreaker

### **Topic 1: Council Updates**

- ☐ Go over council updates shared by council staff

### **Topic 2: Local Updates**

- ☐ Go over what the service unit team is currently working on
- ☐ Request support from other volunteers as needed
- ☐ Promote upcoming activities or community events

### **Topic 3: Discussion Items**

- ☐ Share any items that need discussion in your service unit

### **Topic 4: Training**

- ☐ Provide training for Product Programs, new badges, conflict resolution, traditions, global, etc.

### **Wrap-up and Questions**

- ☐ Summarize any action items
- ☐ Open the floor for additional questions.
- ☐ Announce next meeting time, date and location

# Service Unit Events

Planning service unit events enriches the experience for girls and volunteers in your area and empowers both to become more involved in every aspect of Girl Scouts.

## Top Reasons to Plan a Service Unit Event

- Girls enjoy meeting other Girl Scouts from their local neighborhood and surrounding areas. It shows them that they are a part of a Girl Scout sisterhood!
- Service unit events inspire girls to continue growing through Girl Scouts.
- Leaders and parents appreciate having events that their scouts can participate in, without having to coordinate those events themselves.
- Service unit events create a community presence.
- Service unit events create a stronger connection with Girl Scout families.
- Older Girl Scouts can become leaders and role models while completing requirements toward leadership tracks and service awards.
- Events are an opportunity to promote retention and may also provide an opportunity to recruit new members.
- Service unit events are fun!

Large service units may want to recruit a volunteer to the service unit team to serve as the Program and Events Coordinator, but for small to midsize service units, the service unit manager can recruit volunteers or older girl troops, and delegate to them the responsibility of taking the lead in planning a service unit event.

Managing service unit events in this way allows volunteers and older girls to develop their leaderships skills, it keeps events dynamic by allowing new event organizers to step up and will likely foster new event ideas to be added to the calendar as well. It also engages a larger circle of adults and girls and takes the burden of managing all service unit events away from the service unit manager.

A simple way to get a variety of volunteers and older girl troops to take the lead on different service unit events, is to pass around a sign-up sheet at the first couple of service unit meetings. There is an example of a service unit event sign-up sheet in the Appendix. Or, you can take the sign-up sheet as a model, create a Sign-up Genius page, and share it with troop leaders in your area.

In delegating event coordination, the service unit manager becomes the guide for the person or troop leading the event, and should check-in with them to monitor progress, but also allow them to lead the planning and the event itself. Be a supportive advisor! Be the resource person to answer questions, help troubleshoot if necessary, and encourage those leading the event.

## Service Unit Event Ideas:

- |                          |                          |                       |               |
|--------------------------|--------------------------|-----------------------|---------------|
| • Back-to-Troop kick-off | • Roller Skating Party   | • Me and My Guy Dance | • Investiture |
| • Juliette Low Birthday  | • Cookie Rally           | • World Thinking Day  | • Bridging    |
| • Girl Scout Week        | • Movie Night            | • Teddy Bear Tea      | • Lock-in     |
| • Service Project        | • Swim Party             | • Camp weekend        | • Caroling    |
| • Olympics/Field Day     | • Pine Car Derby         | • Outdoor Skills      | • Craft Fair  |
| • Badge in a day         | • Highest Award Workshop | • Trunk-or-Treat      | • Parade      |

# Communication

As the service unit team, you are the hub of information connecting council staff to the volunteers in your service unit.

## Council Communication Expectations

- Sending regular updates to the service unit.
- Team meetings with your team to ensure we are all making progress on our shared goals.
- Being available for support and questions
- Being open to feedback and working to address challenges your service unit encounters.
- Provide training and access to tools (Volunteer Toolkit, Looker) to help you facilitate communication with troops and leaders.

## Service Unit Communication Expectations

- Share communication with leaders in a timely manner and with consistent delivery.
- Listen when a volunteer has concerns or questions and follow-up with them- don't be afraid to get extra help to support them.
- Reach out to new volunteers right away to make them feel welcome and included.
- Make an effort to deliver information to leaders in a way that reaches everyone.
- Maintain positive attitude and tone.
- Develop plans by involving all volunteers
- Share challenges, conflicts, and successes with your membership staff contact.

## Service Unit Team Communication

- What is the best way for us to communicate?
- How often should we come together as a team?
- What is the purpose of meeting as a group?

## Volunteer/Troop Leader Communication

- What are ways that we ensure leaders are connected to the service unit community and one another?
- How do we engage volunteers in decision making and problem solving?

# Volunteer Appreciation

There would be no Girl Scouts without amazing volunteers, so we encourage service units to celebrate volunteers year-round. Every act of appreciation, no matter how big or small, lets volunteers know they are appreciated and valued for the time and energy they give to the Girl Scout Movement. Here are some ideas:

- Set time on service unit meeting agendas volunteers to sound off praises and acknowledgments of a volunteer's work.
- Write notes of thanks highlighting specific ways the volunteer is making an impact.
- Celebrate birthdays! Share a signed card to celebrate a volunteer's birthday or do birthday shout outs or
- Singing at meetings.
- Use sidewalk chalk to write thank you notes with volunteers' names and words of thanks and appreciation on the sidewalk at the meeting location or at the volunteer's home.
- Be a little silly! Set up a surprise photo booth with props at a service unit meeting for volunteers to have fun and capture the moment. Share the photos on the service unit social media page—girls will love to see their leaders having fun!
- Service units might also organize larger recognitions for volunteers—such as honoring them at an end-of-year celebration, holding a volunteer appreciation pizza party at a service unit meeting, or arranging for a volunteer appreciation event.

## Informal Volunteer Recognition:

Thanking and celebrating your fellow service unit volunteers and troop leaders doesn't need to be time-consuming or expensive. Most people love a simple and heartfelt thank you note with a personalized message.

Other ideas include:

- Social media shout-outs
- Giving a small or homemade gift
- Brining snacks or treats to a service unit meeting
- Sharing positive feedback
- Promoting them to new roles

Don't forget to:

- Celebrate leader's day on April 22
- Host a year end celebration for all troop leaders and volunteers to say thank you for their hard work this year
- Distribute awards in a special way to recognize award earners

## Volunteer Awards

Volunteer Awards are available to formally recognize the exemplary service of Girl Scout volunteers who go "above and beyond" the expectations of their volunteer position. Volunteers, as well as girl members and their families, may nominate someone for an award.

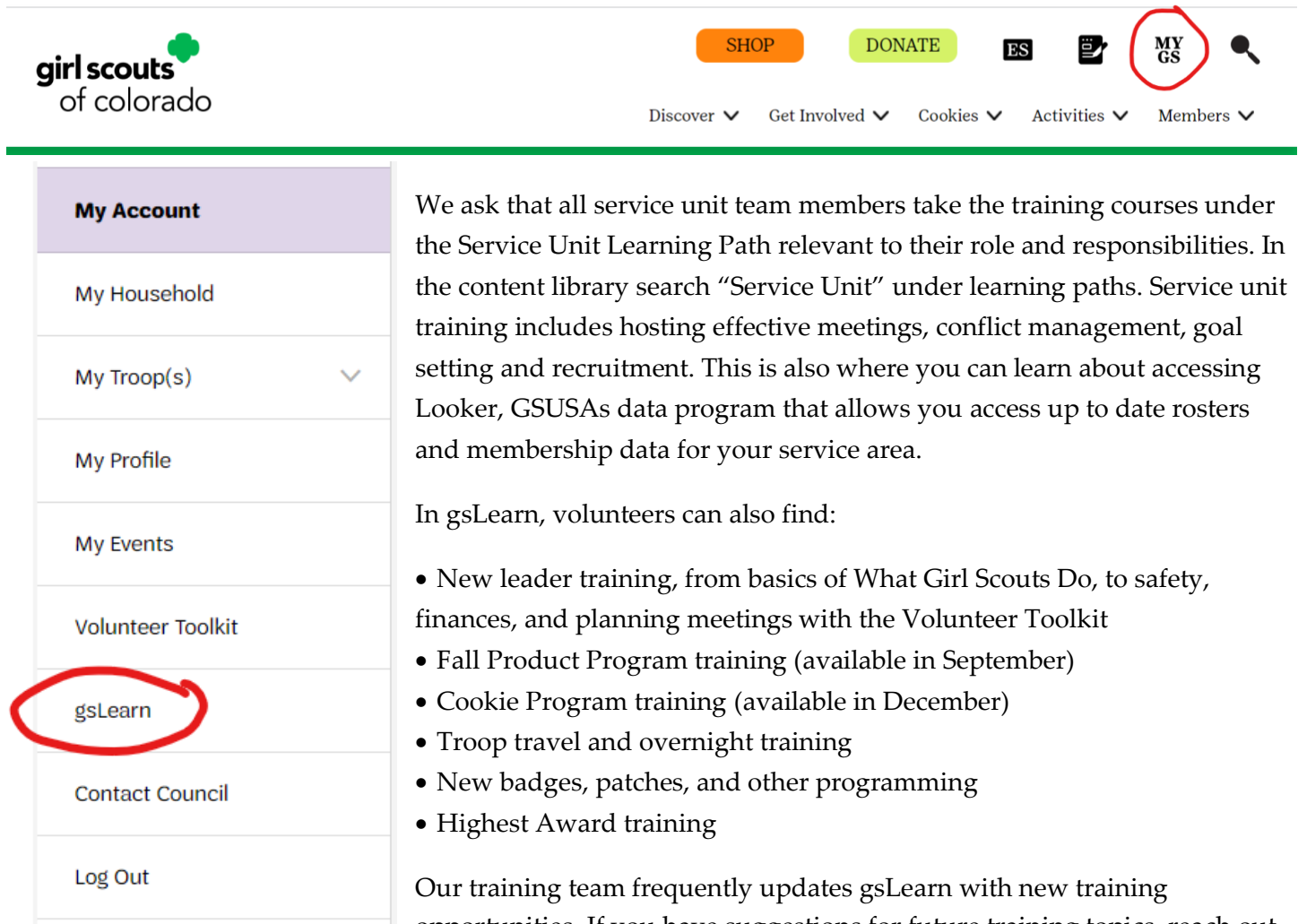
[Scan here](#) to view award criteria and nominate an outstanding Girl Scout volunteer for an award



# Volunteer Training

We want to prepare all volunteers for success!

To do this, we offer on-demand training courses through our official learning platform, gsLearn. To access this amazing resource, visit [girlscoutsofcolorado.org](https://girlscoutsofcolorado.org) and log in to myGS. Choose gsLearn on the left-side menu.



The screenshot shows the top navigation bar of the Girl Scouts of Colorado website. The logo is on the left. In the center are buttons for SHOP, DONATE, and ES. On the right is the MY GS login button, which is circled in red. Below the navigation bar is a horizontal menu with links: Discover, Get Involved, Cookies, Activities, and Members. Below this is a vertical sidebar menu under the heading 'My Account'. The items in the sidebar are: My Household, My Troop(s), My Profile, My Events, Volunteer Toolkit, gsLearn (circled in red), Contact Council, and Log Out. To the right of the sidebar, there is a paragraph of text about training, followed by a bulleted list of training topics, and another paragraph about updates to gsLearn.

**My Account**

- My Household
- My Troop(s) ▼
- My Profile
- My Events
- Volunteer Toolkit
- gsLearn**
- Contact Council
- Log Out

We ask that all service unit team members take the training courses under the Service Unit Learning Path relevant to their role and responsibilities. In the content library search “Service Unit” under learning paths. Service unit training includes hosting effective meetings, conflict management, goal setting and recruitment. This is also where you can learn about accessing Looker, GSUSAs data program that allows you access up to date rosters and membership data for your service area.

In gsLearn, volunteers can also find:

- New leader training, from basics of What Girl Scouts Do, to safety, finances, and planning meetings with the Volunteer Toolkit
- Fall Product Program training (available in September)
- Cookie Program training (available in December)
- Troop travel and overnight training
- New badges, patches, and other programming
- Highest Award training

Our training team frequently updates gsLearn with new training opportunities. If you have suggestions for future training topics, reach out to [training@gscolorado.org](mailto:training@gscolorado.org). Service units can also request in-person training for their area- visit our [Training and Enrichment](#) page for more information!

## Am I DONE with training?

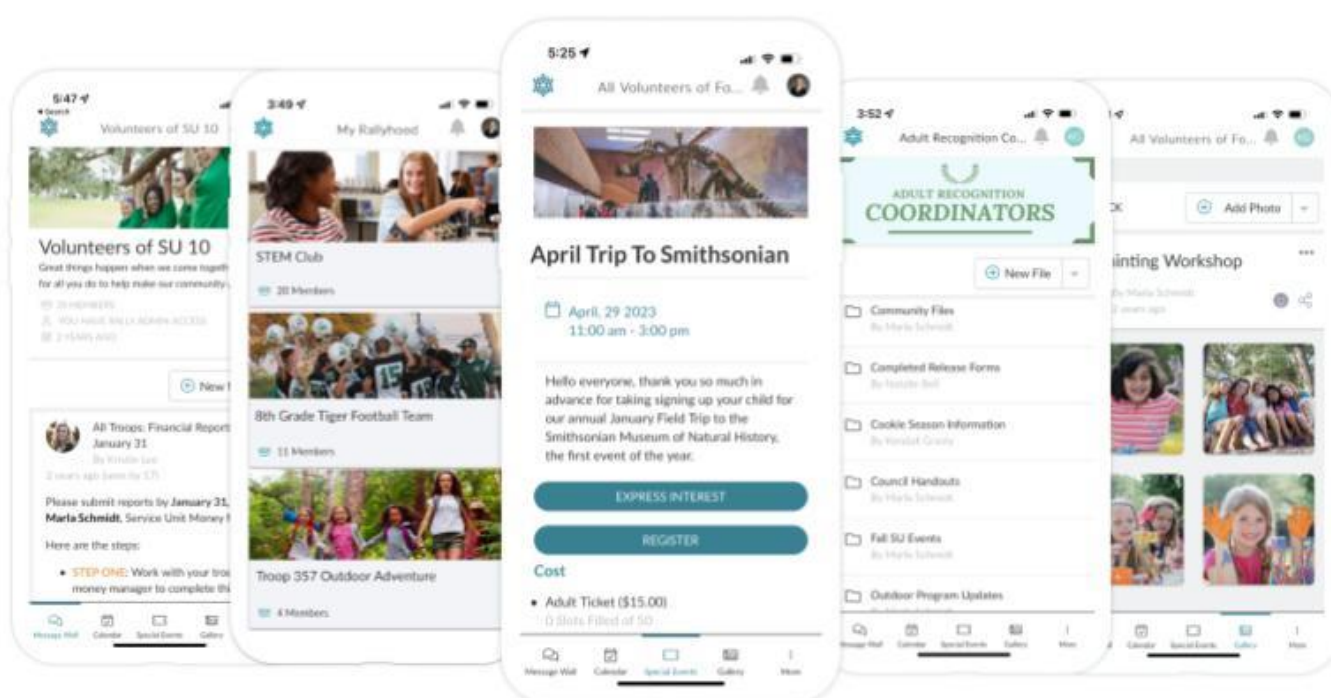
Girl Scouts is a continuous learning process! When you are a Girl Scout volunteer, you are never really DONE with training, just up to date. It is important to refresh your knowledge and engage in new learning opportunities when they become available. There are often new things for you to learn about and policies and programs are also always being evaluated, refreshed, and re-released with new information!



# GIRL SCOUTS ON THE GO WITH RALLYHOOD!

*Download the Rallyhood App Today!*

Now it is easier and more fun to stay engaged and organized with all of your groups on the go. Together, we can do great things!



ONE app with all the tools you need.

All your groups organized in one place.

Manage events and collect payments.

Store, share, and archive folders and files.

Privately or publicly share photos and albums.

- Tag your colleagues with **@Mentions** in Message Wall Posts and they will receive an email and app **Notification**.

- See a **View Count on Every Message**, so you can be more in-the-know about which messages are resonating **most**.

- Stay **Logged Into Your Account**, so you are always connected.

iPhone



Android





# The Volunteer Toolkit

## The Volunteer Toolkit (VTK)

This comprehensive digital tool allows you more time to focus on your girls. It makes managing your troop and planning your meetings smooth and easy all year long. Inside, you'll find meeting overviews, activity plans, badge and Journey outlines, meeting aids, Girl Scout resources, and more!

### The VTK isn't just for troop leaders- service unit teams can access it to:

- Plan events
- View badge and patch requirements
- Support troop leaders

You can learn more about how to use the Volunteer Toolkit for service units in the Service Unit Learning Path in gsLearn.

## Easy Navigation at your Fingertips!

Here are just a few of the many features you'll find inside the VTK. We strongly encourage leaders to utilize the VTK to streamline their troop management and planning. GSUSA continues to update and enhance the VTK with additional resources, features and functions.

### MY TROOP

- View, edit, download and print rosters.
- Edit contact info.
- View achievements and attendance.
- Renew memberships.

### YEAR PLANS

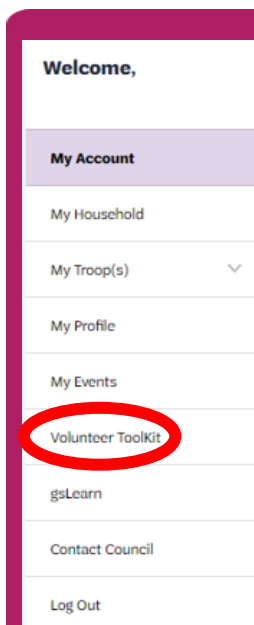
- Specify meeting dates and locations.
- Preview & choose pre-populated year plans.
- Add and/or combine meeting plans to customize your year.
- Add custom troop activities like celebrations, outings, camping trips, etc.

### MEETING PLANS

- View, download, or print individual meeting summaries, activity plans and supply lists.
- Track attendance and achievements.
- Search and print meeting aids such as name tags, handouts, and more.

### RESOURCES

- Access award logs, badge charts, meeting plans, and more.
- Access GSCO specific resources on troop leadership, safety, training, GS traditions and awards, trips and travel, Girl Scout Product Programs, and camp and outdoor programs.



To access the Volunteer Toolkit, log into your myGS account on our website at [girlscoutsofcolorado.org](https://www.girlscoutsofcolorado.org). Find a complete user guide at <https://www.girlscoutsofcolorado.org/en/members/for-volunteers.html>

# Looker

## **Looker**

Looker is GSCO's data management tool. As a key volunteer, you can access information about your assigned service areas.

### **What can I do with Looker?**

- Download complete service unit rosters (girls and adults)
- View troop detail information
- Access gsLearn completion report
- See new members (last two weeks)
- See year-over-year membership data

### **How do I access Looker?**

All service unit team members are given Looker access if they are active in their volunteer roles. Steps to setting up your account:

1. Ensure that you are active in a service unit volunteer role (check with your VSS/MES if you are not sure).
2. Complete the Looker for Service Unit Volunteers training in gsLearn
3. Complete the yearly service unit volunteer agreement to maintain your volunteer role, including data security agreement
4. Create your account (follow the instructions provided in gsLearn).

# Juliette Support

## **Who are Juliettes?**

Juliettes (also known as independent or individually registered) are Girl Scouts that participate in the Girl Scout experience without a troop. The Juliette program is available to all girls in Kindergarten through 12th grade. It is especially popular for girls ages 11-17 who love the Girl Scout program but are very busy with other activities. As a Girl Scout Juliette, they can participate in everything that is open to their grade level. Juliettes are supported by an adult mentor (often a parent, caregiver, or other family member). Some service units may also have a designated Juliette mentor that works with and supports Juliettes.

## **Service Unit Support for Juliettes**

The service unit should strive to support Juliettes by actively communicating with Juliette girls and mentors and inviting girls and mentors to service unit meetings and events. During Fall Product Program and the Cookie Program, Juliettes are supported directly by a caregiver/mentor and the mentors are in turn supported by Service Unit Cookie/Fall Product Managers. For more information about the Juliette program visit the [Individually Registered Members](#) page on the GSCO website.

# Service Unit for Everyone

Your first priority is to create a welcoming and inclusive environment that supports the physical and emotional needs of all members through:

- Hosting a variety of engaging and educational activities.
- Connecting girls to a variety of experiences.
- Mentoring troop leaders to create enriching experiences for girls.
- Ensuring activities remain girl-led to help girls realize their potential.

As a volunteer in Girl Scouts, you know first-hand how much kids need to be heard, respected, and understood to fulfill their potential. And that's why Girl Scouts for generations have enjoyed our program because we celebrate who they are as individuals. To continue our tradition of inclusivity, we expect our volunteers to:

- Learn all troop members' names and correct pronunciations, including parents.
- Embrace the cultures and identities of troop members and respect differences.
- Respect diverse gender expressions and make conversations about pronouns matter-of-fact and positive in tone.
- Include members with different abilities by understanding their needs and modifying activities– this can be for Girl Scouts with disabilities, learning differences, and neurodiversity.
- Commit to practicing anti-racism and share feedback that can create more inclusive council policies and procedures.

If you need help with navigating differences or if subjects come up that you are uncomfortable with, it is okay to let people know. Then, reach out to our council team for guidance. Email [inquiry@gscolorado.org](mailto:inquiry@gscolorado.org) and a team member will follow up to support you! Family diversity will be embraced, respected, and normalized at Girl Scouts. We make room for children, adults, and families to have the choice and opportunity to share their full selves with pride. For more information review our [Diversity, Equity and Inclusion standards and policies](#).

## Welcoming New Leaders

Being a new troop leader is exciting! At the same time, it can also be a bit overwhelming. It's important that new leaders have a solid foundational knowledge so they can confidently deliver fun, safe, and meaningful experiences to their Girl Scouts. When new leaders join Girl Scouts, they are connected to their volunteer success/member engagement specialist to help them get started. To give them a strong start, they take New Leader Training on gsLearn before they start meeting with their troop. Welcome new troop leaders to your Service Unit right away by sending invites to your Facebook group or page, inviting them to your leader meetings, and sending upcoming events scheduled. And don't forget to introduce new volunteers to more seasoned volunteers who can help with mentoring!

# Managing Conflict

When we hear the word conflict, we think trouble and negativity, but conflict does not have to be bad. In fact, it can be positive. Very little change or growth ever happens without conflict. In service units, any of the team leads might need to help resolve conflict. How you deal with conflict, or differing points of view, will have a direct impact on the outcome. Below are strategies to help reduce conflict and reach solutions that work for all involved. However, if service unit team leads do not feel comfortable or need guidance in how to handle a situation, contact your volunteer success/member engagement specialist.

## Strategies for Managing Conflict and Navigating Sensitive Issues

### **Keep it confidential—on your honor.**

- Keep information about conflict confidential unless you need to consult with another involved party or council staff. Conflict can worsen when information is spread to non-involved parties.

### **Separate people from the problem.**

- If you look at the problem as an issue to be resolved, rather than looking at the people involved as opponents, the odds of reaching consensus increase. Remain neutral to help involved parties self-resolve a present problem.

### **Determine each participant's position and interest in the problem, situation, or conflict.**

- *What* each person wants is their *position* and *why* they want it is their *interest*. Understanding and knowing both is important to reaching a resolution. Don't only ask what outcome they are hoping for but also why that outcome is important to them.

### **Be an active listener.**

- Throughout the meeting, be an active listener; if others are present, remind them to be active listeners as well.

### **Have a plan.**

- As a facilitator, it's important you seek to understand the issue and have an idea ahead of time as to what can and cannot be done to resolve the issue.

### **Ask the right questions.**

- Questions can lead to breakthroughs in communication and increase understanding between two people. Use a good mix of closed and open-ended questions when working through difficult situations.

### **Strive for fairness.**

- If all participants view the process as fair, they are more likely to accept the result. Keep resolution suggestions grounded in the best interests of the girls, so each party has a face-saving way to agree to a compromise.

### **Create an agreement.**

- Be sure to wrap up by stating what each party has agreed to. Have both parties verbally agree, and if necessary, put the agreement in writing, and give each participant a copy.

### **Ask for help.**

- If a situation extends beyond your comfort level, there is nothing wrong with asking for help. We trust that you can resolve issues that may arise, but we also understand that you may not be comfortable in every situation. Instead of letting a situation simmer for too long, ask for help from council staff so things can be resolved as quickly as possible.

# Service Unit Finances

Detailed guidance regarding troop/group finances can be found online under [Volunteer Essentials: Troop Finances](#) and in the online **gsLearn** training course *Managing Troop Finances*.

## Bank Accounts

- Each service unit should have a checking account. This account cannot be shared with a troop or other group.
- Two unrelated, registered, and approved volunteers must be on the service unit bank account.
- Opening a new bank account and changing signers on a bank account requires a bank authorization letter from Girl Scouts of Colorado. Make your request online by completing the [Bank Authorization Request form](#).
- All Bank Account Signers are required to complete a [Bank Account Signer Agreement](#) every year
- Once the service unit bank account is open a [ACH Authorization Form](#) must be submitted.

## Service Unit Financial Transparency

Keeping good financial records is a must! Keep receipts and track activity costs. Service units should share financial information with troop leaders and girls/families. When planning, make sure to keep the service unit budget in mind and to save money to help fund next year's activities, too.

## Money Earning

- Service units may earn funds through council incentive programs during the Fall Product Program and Cookie Program, and through other incentive programs for membership growth, meeting early bird goals, etc.
- Additional money earning activities must follow guidelines by GSCO and GSUSA.
- All money earning activities require prior approval. Submit an [Activity and Event Approval](#) form at least 30 days prior to your event.

## Creating a Service Unit Budget:

Service unit funds are intended to benefit all girls in the service unit and should be used to further the Girl Scout mission. The team leads should collaborate in the preparation of an annual budget in July when they are preparing for the upcoming year. The annual budget should be used to guide the service unit's activities, but the budget may evolve over the course of the program year as priorities and opportunities shift. Team leads should collaborate throughout the year to ensure that necessary funds are available to meet the service unit's goals and may adjust the budget if needed. Some planning questions to consider:

- What types of activities will be planned for troops in our area?
- What types of activities will be planned for volunteers in our area?
- What are the costs associated with these activities?
- How will the service unit fund these activities?

## Ways to Use Service Unit Funds:

- Volunteer recognition (i.e. leader recognition pins or awards, gifts for volunteers, volunteer appreciation events).
- Hosting local event/activities
- Service unit meeting expenses
- Grants or financial assistance for troops/girls completing Highest Awards
- Funds for providing supplies for Starter Troops

## Annual Troop/SU Finance Report (ATR)






- The [Annual Troop Finance Report](#) is available starting April 1 and is due annually by June 30.
- Income, expenses, and three months of bank statements are required to complete the finance report.



# Your Year at a Glance

<p><b>August- Kick off the Year</b></p> <ul style="list-style-type: none"> <li>• Set service unit meeting schedule and reserve location.</li> <li>• Host first service unit meeting.</li> <li>• Plan to attend back-to-school nights.</li> <li>• Host recruitment events.</li> <li>• Welcome new troop leaders.</li> <li>• Distribute volunteer awards from previous year.</li> <li>• Service Unit Fall Product Manager (SUFPM) training.</li> <li>• National S'mores Day (10)</li> </ul> 	<p><b>September- Things Fall into Place</b></p> <ul style="list-style-type: none"> <li>• Welcome new troop leaders.</li> <li>• Ensure girls and volunteers have active memberships.</li> <li>• Attend back-to-school nights.</li> <li>• Host recruitment events.</li> <li>• Host a Fall Product Program training and/or rally</li> <li>• Fall Product Program begins.</li> <li>• Girl Scouts Love State Parks</li> <li>• Hispanic/Latino Heritage Month (Sept 15-Oct 15)</li> <li>• Volunteer Academies</li> <li>• Promote refresher training to volunteers in gsLearn.</li> </ul>
<p><b>October- Rolling Along</b></p> <ul style="list-style-type: none"> <li>• New membership year begins.</li> <li>• International Day of the Girl (11)</li> <li>• Juliette Gordon Low's Birthday ("Founder's Day") (31)</li> <li>• Hold a Bring a Friend event to invite new girls to join Girl Scouts</li> <li>• Fall Product Program ends.</li> <li>• Volunteer Academies</li> </ul>	<p><b>November- Thankful for a Great Start</b></p> <ul style="list-style-type: none"> <li>• Plan a community service project or event.</li> <li>• Check in with new leaders about completing training.</li> <li>• Review troop rosters and send any changes to your VSS/MS</li> <li>• Service Unit Cookie Manager (SUCM) training</li> <li>• Native American Heritage Month</li> <li>• GSCO Thanksgiving office closure</li> </ul>
<p><b>December- Celebrate!</b></p> <p>Happy Holidays!</p> <ul style="list-style-type: none"> <li>• Meet with your VSS/MES for your mid-year check-in.</li> <li>• Submit order for cookie rally cookies and patches.</li> <li>• Host/promote Girl Scout Cookie Program training.</li> <li>• GSCO Winter office closure</li> </ul> 	<p><b>January- Think Cookies</b></p> <p>Happy New Year!</p> <ul style="list-style-type: none"> <li>• Host a Cookie Rally</li> <li>• Promote summer camp registration launch.</li> <li>• Help secure council booth sites.</li> <li>• Initial cookie orders due and online pre-orders begin.</li> </ul> 



<h2>February- Girl Scout Traditions</h2>	<h2>March- Happy Birthday Girl Scouts!</h2>
<ul style="list-style-type: none"> <li>• Cookie Program begins.</li> <li>• World Thinking Day (22)</li> <li>• Black History Month</li> <li>• Plan for spring recruitment events.</li> </ul> 	<ul style="list-style-type: none"> <li>• Cookie program ends</li> <li>• Girl Scout Week</li> <li>• Girl Scout Birthday (12)</li> <li>• Women's History Month</li> <li>• Plan and host spring recruitment events- focus on Daisy engagement.</li> <li>• Support spring Starter Troops.</li> </ul> 
<h2>April- Volunteer Appreciation</h2>	<h2>May- Wrapping up the Year</h2>
<p>Happy Volunteer Appreciation Month!</p> <ul style="list-style-type: none"> <li>• Early renewal opens.</li> <li>• Annual troop and service unit finance reports available</li> <li>• Volunteer award nominations open.</li> <li>• Host a volunteer appreciation event.</li> <li>• Earth Day (22)</li> <li>• Girl Scout Volunteer Day (22)</li> </ul> 	<ul style="list-style-type: none"> <li>• Early renewal continues. Rally troops to renew memberships.</li> <li>• Meet with your VSS/MS for end of year check-in.</li> <li>• Celebrate girls that earned Highest Awards this year.</li> <li>• Plan an end of year and/or bridging ceremony.</li> <li>• Volunteer award nominations close.</li> <li>• Asian American and Pacific Islander Heritage Month</li> <li>• Mental Health Awareness Month</li> </ul>
<h2>June- Review and Reset</h2>	<h2>July- Prepare and Plan</h2>
<ul style="list-style-type: none"> <li>• Annual troop and service unit finance reports due</li> <li>• End of early renewal.</li> <li>• Hold an end of year and/or bridging ceremony.</li> <li>• Host a volunteer led camp or outdoor event.</li> <li>• Recruit volunteers for open service unit roles for upcoming year.</li> <li>• Pride Month</li> </ul> 	<ul style="list-style-type: none"> <li>• Attend council events with program partners.</li> <li>• Host a volunteer led camp or outdoor event.</li> <li>• Girl Scouts Love the Outdoors Challenge</li> <li>• Planning meeting with your VSS/MS</li> <li>• Create your yearly budget.</li> <li>• GSCO Summer office closure</li> </ul> 

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# Council Contact Information

Ensure you're opted in to receive GSCO emails by checking your member communications preferences in your [myGS account](#) and follow our council social media accounts.



[@gscolo](#)



[@gscolo](#)



[facebook.com/girlscoutsofcolorado](https://facebook.com/girlscoutsofcolorado)



[@TheGSCO](#)



[girl-scouts-of-colorado](https://girl-scouts-of-colorado)

## Council Communication

### **Volunteer View:**

Targeting just what you need to know as a volunteer, this monthly newsletter arrives in your inbox on the 15<sup>th</sup> of each month. Volunteer View keeps our volunteers up to date on what's happening at the council, including highlights of special events and tips on what's coming up in the Girl Scout year.

### **Connections:**

Our quarterly newsletter sent to all members. This newsletter highlights important information for caregivers to ensure they stay updated on Girl Scouts opportunities and upcoming programs.

### **Service Unit/Regional newsletters:**

Keep an eye on your inbox for additional communication from your local service unit or membership support team. These monthly newsletters highlight local events and ways to get connected to other Girl Scouts in your area.

### **GSCO Blog:**

Want all the latest news in your inbox? Subscribe to the [GSCO blog](#) for the most up to date stories about the Girl Scouts of Colorado community.

877-404-5708 or [inquiry@gscolorado.org](mailto:inquiry@gscolorado.org)

**Denver DreamLab**

63 N. Quebec St.  
Denver, CO 80230  
303-607-4816

**Denver Mailing Address**

1485 S. Colorado Blvd, Suite 210  
Denver, CO 80222

**Colorado Springs**

5353 N. Union Blvd., Suite 101  
Colorado Springs, CO 80918  
719-597-8603

**Loveland**

2725 Rocky Mountain Ave., Suite 420  
Loveland, CO 80538  
970-493-1844

**Grand Junction**

580 24 1/2 Road  
Grand Junction, CO 81505  
970-242-4461

**Pueblo**

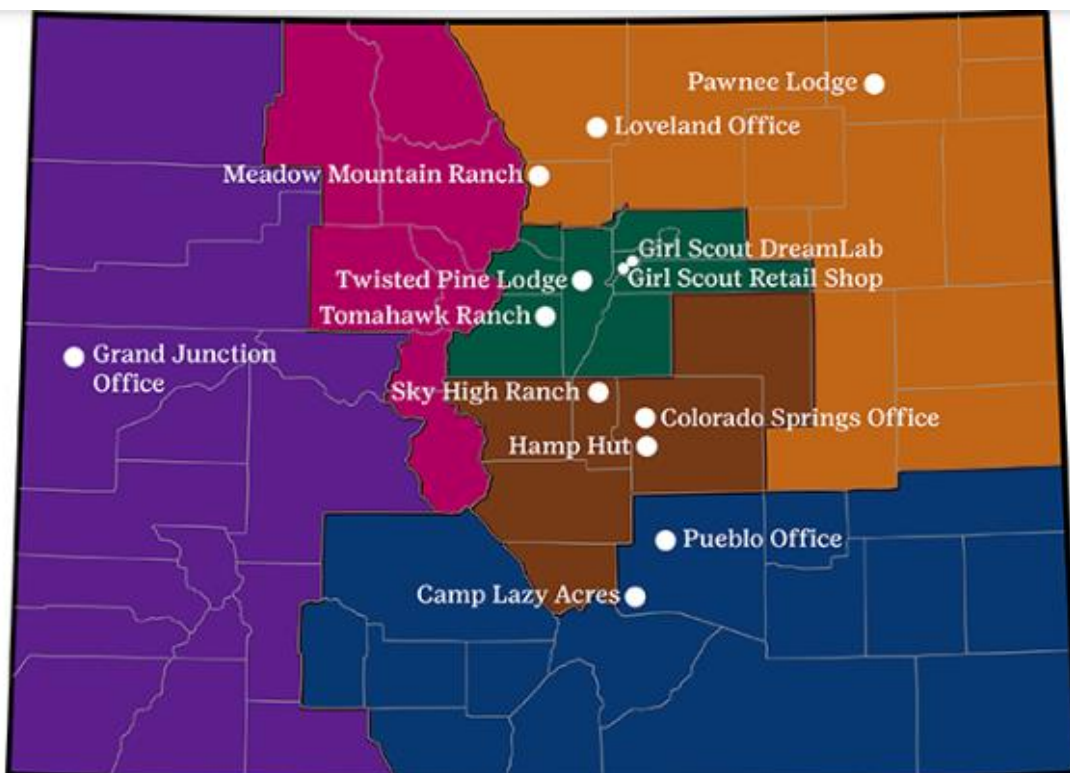
1250 West Highway 50 (Inside Vectra Bank)  
Pueblo, CO 81008  
719-543-4690

**Girl Scouts of Colorado Council Shop**

1485 S. Colorado Blvd., Suite 260  
Denver, CO 80222  
303-607-4880

Or shop online 24/7 at [www.girlscoutshop.com/COLORADO-COUNCIL](http://www.girlscoutshop.com/COLORADO-COUNCIL)

Check [girlscoutsofcolorado.org](http://girlscoutsofcolorado.org) for office and shop hours of operation.



# Your Council/Service Unit Contacts

	Name	Phone	Email
Volunteer Success Specialist/Member Engagement Specialist (GSCO Staff)			
Community Engagement Specialist (GSCO Staff)			
New Member Engagement (GSCO Staff)			

Service Unit Name/Number:

Service Unit Meeting Information:

Service Unit Manager			
Service Unit Cookie Manager			
Service Unit Fall Product Manager			
Service Unit Team			
Service Unit Team			
Service Unit Team			

# Forms and Resources

Access all forms and resources by going to [www.girlscoutsofcolorado.org](http://www.girlscoutsofcolorado.org) and clicking on the Volunteer tab and scrolling to Forms and Resources. You can also find a direct link at the top of the home page, under Forms.

## Basic forms to get started

*You should have these forms with you at every Girl Scout meeting or activity. You do not need to share these with council (except the accident report form in the case of an incident).*

Form Title	Purpose	Who Should Complete	Timeline	Notes
<a href="#"><u>Girl Health History</u></a>	A health history for a Girl Scout. Includes emergency contacts and permission for emergency treatment.	Guardian or Caregiver of minor.	Form must be on site for any Girl Scout activity. Best practice to complete at the beginning of each year and keep with first aid supplies.	Have participants update this form annually and leaders keep in secure, confidential location during all Girl Scout activities.
<a href="#"><u>Adult Health History</u></a>	A health history for an adult Girl Scout member. Includes emergency contacts and permission for emergency treatment.	Any adult volunteering during troop/SU events.	Form must be on site for any Girl Scout activity. Best practice to complete at the beginning of each year and keep with first aid supplies.	Have participants update this form annually and leaders keep in secure, confidential location during all Girl Scout activities.
<a href="#"><u>Annual Caregiver Permission Form</u></a>	A blanket permission slip allowing girls to participate in short field trips, have their photos taken, and medicine administered.	Guardian or Caregiver of minor.	Best practice to complete at beginning of year and keep for troop records.	Have participants update this form annually.
<a href="#"><u>Medication Permission Form</u></a>	A permission form for Troop Leaders or First Aider to administer, or not administer, prescription medications or over-the-counter drugs during activities.	Guardian or Caregiver of minor.	Best practice to complete at beginning of year and keep for troop records.	Have participants update this form annually.
<a href="#"><u>Caregiver Permission for Girl Scout Activity</u></a>	A permission slip allowing girls to participate in field trips, like day outings, camping, sleepovers, or overnight trips outside of troop meetings.	Guardian or Caregiver of minor.	Have families fill this out when planning for a field trip or outing.	Have participants fill this out on a needed basis.



<b><u><a href="#">Accident /Injury Report</a></u></b>	This form is to be used to document when an accident/incident has happened. This form may also need to be used if an out of the ordinary situation happens.	Adult present at incident	Within 24 hours of incident	Send to <a href="mailto:riskmanagement@gscolorado.org">riskmanagement@gscolorado.org</a> when complete
<b><u><a href="#">Activity and Event Approval Form</a></u></b>	Complete this form for any high-risk activities	Service Unit Manager or Event Coordinator	Complete 30 days prior to planned activity	Check <a href="#">Safety Activity Checkpoints</a> to determine if an activity is considered high-risk
<b><u><a href="#">Bank Account Authorization</a></u></b>	Complete this form to open a new bank account or change bank signers.	Bank Account Signers	Must be completed before changes can be made on a bank account.	Bank Account Signers also need to complete a volunteer agreement annually
<b><u><a href="#">ACH</a></u></b>	Gives GSCO your bank account information to make deposits and withdraws	Bank Account Signer	Complete when a new account is opened and when there are changes to your bank account	Troops/Service Units will not receive any proceeds or rewards without an ACH.
<b><u><a href="#">Volunteer Agreement</a></u></b>	Annual agreement for all volunteers verifying commitment to GSCO policies.	All Volunteers	Complete each year.	Additional position specific agreements may also be required.
<b><u><a href="#">Service Unit Volunteer Agreement</a></u></b>	Annual agreement for service unit volunteers verifying commitment to GSCO policies.	Service Unit Team members	Complete each year.	All SU volunteers should also complete the Volunteer Agreement annually.
<b><u><a href="#">TFPM/TCM Agreements</a></u> <b><u><a href="#">SUFPM/SUCM Agreements</a></u></b></b>	Agreements for the Troop/Service Unit Cookie and Fall Product Managers	TFPM/TCM SUFPM/SUCM	Complete each year.	Product Program Agreements are required for the troop/service unit to be able to participate in Product Programs.
<b><u><a href="#">Annual Troop Report</a></u></b>	End of year finance report for troops.	Service Unit Manager or Bank Account Signer	Complete each year by June 15. Available on April 1.	You will need troop finance information and bank statements to complete this report.

# Position Descriptions

## Service Unit Manager/Management Team

**Summary:** The Service Unit Manager or Service Unit Management Team helps to recruit, support, guide, and mentor a local group of adult Girl Scout volunteers (troop leaders) that work with youth to discover new skills, make lifelong friends, and have fun changing the world. As part of a service unit's management team, service unit managers set the service unit's schedule, plan and facilitate regular service unit meetings, and connect with the local Girl Scout community. This role may be held by one person or be shared as part of a service unit management team in which the role is split into several component parts.

**Expected Commitment:** Approximately 5-10 hours per month, one-year term of appointment (October–September) renewed annually online.

**Training Required:** Service Unit Learning Path (self-paced on gsLearn), Service Unit Orientation (live with staff), and all training required for troop leaders.

**Supported:** Service unit managers receive support, guidance, and encouragement from GSCO Volunteer Success Specialist/Member Engagement Specialist.

### Responsibilities:

- Follow and model the Girl Scout Promise and Law.
- Embrace the Girl Scout mission through the Girl Scout Leadership Experience.
- Collaborate with troop leaders to provide a welcoming Girl Scout experience to new and returning Girl Scouts each year.
- Create a yearly plan of work for the service unit including a calendar of events, regularly scheduled meetings, communication plan, and budget.
- Manage and coordinate other members of the service unit team. Delegate responsibilities and ensure that tasks are completed.
- Secure an appropriate and safe meeting place for regular service unit meetings.
- Facilitate service unit meetings.
- Conduct all service unit activities safely by adhering to Girl Scout Safety Activity Checkpoints and Volunteer Essentials procedures.
- Communicate and work cooperatively with all troop volunteers, service unit volunteers, and GSCO staff.
- Engage with the Girl Scout community by participating in GSCO programs and local (service unit) events/meetings.
- In coordination with bank account signers, ensure that accurate service unit financial records are kept and submitted annually while safeguarding the service unit's money according to GSCO financial policies.
- Support troop participation in seasonal Girl Scout product programs by recruiting and supporting seasonal Service Unit Cookie and Fall Product Program Manager volunteers.
- Support the resolution of conflicts in the service unit between members.
- Respond, in a timely manner, to communications from GSCO staff as part of regular check-ins.
- Report regularly on service unit accomplishments, events, needs, and problems.
- Evaluate and reflect on the success of events and activities. Use this reflection to improve future events.
- Keep and submit reports to appropriate GSCO staff as requested.
- Work with your volunteer support/membership specialist to ensure that all volunteers in the service unit receive recognition.

**Qualifications/ Core Competencies:**

- Girl focus: Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs, while having fun.
- Personal integrity: Demonstrate dependability, honesty, and credibility.
- Adaptability: Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- Communication: Convey both written and oral communication in a clear, understandable, and appropriate manner keeping in mind the intended audience.
- Fostering diversity: Understand, reflect, and embrace differences.

**Other requirements include:**

- Previous/current experience as a troop leader preferred.
- Become a registered member of GSUSA and successfully complete the council's intake process, which includes a criminal background check.
- Complete required position-related training coursework as assigned and provided by GSCO.
- Excellent written and oral communication.
- Willingness to work with a team and support a partnership with GSCO.
- Ability to facilitate dynamic meetings.
- Flexible, reliable, enthusiasm for Girl Scouts and its volunteers.
- Access to email and internet.

## Service Unit Team

**Summary:** The service unit team volunteers assist with the management of the service unit in various ways depending on the needs of the service unit manager(s). Service unit team roles can include treasurer/bank account signer, program support, communication support, event planning, membership support and more as needed.

**Expected Commitment:** Approximately 2-5 hours per month, one-year term of appointment (October–September) renewed annually online.

**Training Required:** Service Unit Learning Path (self-paced on gsLearn), Service Unit Orientation (live with staff), and all training required for troop leaders.

**Supported:** Service unit teams receive support, guidance, and encouragement from GSCO Volunteer Success Specialist/Member Engagement Specialist.

### Responsibilities:

- Follow and model the Girl Scout Promise and Law.
- Embrace the Girl Scout mission through the Girl Scout Leadership Experience.
- Collaborate with troop leaders to provide a welcoming Girl Scout experience to new and returning Girl Scouts each year.
- Collaborate with the service unit manager(s) on a yearly plan of work for the service unit including a calendar of events, regularly scheduled meetings, communication plan, and budget.
- Conduct all service unit activities safely by adhering to Girl Scout Safety Activity Checkpoints and Volunteer Essentials procedures.
- Communicate and work cooperatively with all troop volunteers, service unit volunteers, and GSCO staff.
- Engage with the Girl Scout community by participating in GSCO programs and local (service unit) events/meetings.
- Support troop participation in seasonal Girl Scout product programs.
- Respond, in a timely manner, to communications from GSCO staff as part of regular check-ins.
- Report regularly on service unit accomplishments, events, needs, and problems.
- Evaluate and reflect on the success of events and activities. Use this reflection to improve future events.
- Keep and submit reports to appropriate GSCO staff as requested.

### Qualifications/ Core Competencies:

- Girl focus: Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs, while having fun.
- Personal integrity: Demonstrate dependability, honesty, and credibility.
- Adaptability: Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- Communication: Convey both written and oral communication in a clear, understandable, and appropriate manner keeping in mind the intended audience.
- Fostering diversity: Understand, reflect, and embrace differences.

### Other requirements include:

- Previous/current experience as a troop leader preferred.
- Become a registered member of GSUSA and successfully complete the council's intake process, which includes a criminal background check.
- Complete required position-related training coursework as assigned and provided by GSCO.

## Service Unit Team- Communications Coordinator

**Summary:** The communication coordinator/secretary will manage and organize communications from sources outside and within the service unit. This will include distribution of information to the service unit team, leaders, and parents of the service unit in an effective and efficient manner, using various tools within the service unit, as well as coordinating communications from the service unit to the community or others within GSCO. As secretary, attends all service unit meetings and types up all information discussed. Gathers links, fliers, and attachments; creates the meeting minutes to send out to the entire service unit. Works closely with the Service Unit Manager/Service Unit Management Team.

**Expected Commitment:** Approximately 5-10 hours per month, one-year term of appointment (October–September) renewed annually online.

**Training Required:** Service Unit Learning Path (self-paced on gsLearn), Service Unit Orientation (live with staff), and all training required for troop leaders.

**Supported:** Service unit teams receive support, guidance, and encouragement from Volunteer Success Specialist/Member Engagement Specialist.

### Responsibilities:

- Follow and model the Girl Scout Promise and Law.
- Embrace the Girl Scout mission through the Girl Scout Leadership Experience.
- Collaborate with troop leaders to provide a welcoming Girl Scout experience to new and returning Girl Scouts each year.
- Collaborate with the service unit manager(s) on a yearly plan of work for the service unit including a calendar of events, regularly scheduled meetings, communication plan, and budget.
- Conduct all service unit activities safely by adhering to Girl Scout Safety Activity Checkpoints and Volunteer Essentials procedures.
- Communicate and work cooperatively with all troop volunteers, service unit volunteers, and GSCO staff.
- Engage with the Girl Scout community by participating in GSCO programs and local (service unit) events/meetings.
- Support troop participation in seasonal Girl Scout product programs.
- Respond, in a timely manner, to communications from GSCO staff as part of regular check-ins.
- Report regularly on service unit accomplishments, events, needs, and problems.
- Evaluate and reflect on the success of events and activities. Use this reflection to improve future events.
- Keep and submit reports to appropriate GSCO staff as requested.
- Use a variety of methods to distribute and share information according to the resources within the service unit. These tools may include: email, service unit website, service unit newsletter, social media, fliers and/or announcements.
- Share and/or promote service unit events and stories on the GSCO blog, working with the Volunteer Support Specialist and possibly the GSCO marketing and communications staff, to support publicity for the event or story.
- Invites/reminds all volunteers of monthly service unit meetings.
- Records and shares notes from monthly service unit meetings with all volunteers in the service unit.

### Qualifications/ Core Competencies:

- Girl focus: Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs, while having fun.
- Personal integrity: Demonstrate dependability, honesty, and credibility.
- Adaptability: Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- Communication: Convey both written and oral communication in a clear, understandable, and appropriate manner keeping in mind the intended audience.
- Fostering diversity: Understand, reflect, and embrace differences.

**Other requirements include:**

- Previous/current experience as a troop leader preferred.
- Become a registered member of GSUSA and successfully complete the council's intake process, which includes a criminal background check.
- Complete required position-related training coursework as assigned and provided by GSCO.
- Proven ability to track and coordinate information from multiple sources, paying close attention to detail.
- Proper use of grammar, writing, and proofreading skills.
- Familiarity with social media and website maintenance.
- Able to type meeting notes quickly and accurately.
- Ability to work and communicate well with people and proactively seek resolution to conflict.
- Maintain confidentiality in all matters.
- Access to email and internet.



## Bank Account Signer/Treasurer

**Summary:** Bank Account Signers are authorized signers and account representatives listed on the troop bank account. Bank Account Signers act as stewards of the money held in the bank account and provide direct oversight to the use of troop funds. This role ensures funds are being used in support of Girl Scout activities in alignment with Girl Scouts of Colorado financial policies and in support of the planned activities and goals of the Girl Scouts registered to the troop.

**Expected Commitment:** Typically two to five hours per month, one-year term of appointment (October–September) renewed annually online.

**Training Required:** Financial Management Training (self-paced on gsLearn).

**Supported:** This position reports to the Troop Leadership Team and receives support, guidance, and encouragement from GSCO Volunteer Success Specialist/Member Engagement Specialist in collaboration with local service unit volunteers.

### Responsibilities:

#### *Administrative responsibilities*

- Become an authorized signer on the troop's bank account.
- Sign an annual Bank Account Signer agreement with Girl Scouts of Colorado.
- Provide administrative support and leadership in completing annual troop/group financial management practices.
  - Complete a new [ACH form](#) on an annual basis or whenever banking information changes.
  - Support Troop Leadership Team members in completing the [Annual Troop, Service Unit Report](#) in May or June of each year.
- Complete a [Bank Account Authorization form](#) whenever banking information changes.
- If your group disbands, ensure the account is closed and submit official notification of disbandment by completing the [Troop Update form](#).
- Ensure there are at least two unrelated volunteers as bank signers who have completed a background check and have a current membership registration.

**Note:** GSCO currently defines “related” as marriage, partnership, family, roommate. If you have additional questions, please reach out to your local staff support team.

#### *Account management and transparency*

- Maintain accurate and thorough records of income and expenses with receipts.
- Review and reconcile bank statements on a monthly basis. It is recommended that troops hold on to receipts for troop-related purchases for at least two years.
- Maintain financial transparency with troop or group funds. Records must be open to Girl Scouts, caregivers, local service unit volunteers, and council staff.
- Maintain the highest level of integrity and uphold the spirit of the Girl Scout Law – namely being honest and fair, being responsible for what I say and do, using resources wisely, and being a sister to every Girl Scout – when managing group finances.

#### *Girl-led group finances*

- Involve the Girl Scouts in your troop in managing group finances.
- Support the troop in establishing an annual budget, planning for both short-term and long-term goals.
- Ensure that troop, group funds are spent based on the consensus and decision of the group and within the scope of Girl Scouts of Colorado's financial management policies.
- Ensure that troop funds, or money earned by Girl Scouts in a troop, are used for the benefit of all troop (youth) members in pursuing Girl Scout activities. It is important to note that the funds belong to the troop, not to any individual Girl Scout or adult member. Per IRS guidelines for charitable organizations and GSUSA recommendations,

troops are prohibited from keeping separate accounts or line items for individual Girl Scouts. All funds expended should benefit all Girl Scouts (youth members) in the troop equally.

### *Safeguarding group funds*

- Maintain an active involvement and connection with the troop. Bank signers should be engaged with the troop and aware of group activities to provide the necessary support. It is not appropriate for a bank signer to be involved with their troop in name only as this essentially allows just one bank signer full control of the account.
- Ensure that personal and troop, group expenses are never mixed. Personal and troop purchases should never be made in the same transaction.
- Ensure troop funds are never used for personal reasons or purchases. No one should ever “borrow” troop, group money for any reason.
- Report concerns or suspicion of financial mismanagement or misuse of group funds to Girl Scouts of Colorado at [troopfinance@gscolorado.org](mailto:troopfinance@gscolorado.org).
- Keep bank records, debit cards, and financial information in a secure location.
- Ensure funds are deposited promptly to avoid loss or theft.

### **Qualifications/ Core Competencies:**

- Girl focus: Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs, while having fun.
- Personal integrity: Demonstrate dependability, honesty, and credibility.
- Adaptability: Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- Communication: Convey both written and oral communication in a clear, understandable, and appropriate manner keeping in mind the intended audience.
- Fostering diversity: Understand, reflect, and embrace differences.

### **Other requirements include:**

- Become a registered member of GSUSA and successfully complete the council’s intake process, which includes a criminal background check.
- Complete required position-related training coursework as assigned and provided by GSCO.

## Service Unit Team- Recruitment Coordinator

**Summary:** The service unit volunteer recruiter role ensures that girls in the assigned area have the opportunity to participate in Girl Scouting by coordinating recruitment of girls and adults at community and school events. The service unit recruiter works in collaboration with the GSCO recruitment team and has the support of troop leaders and recruitment volunteers to help the service unit achieve its area membership goals, all while serving girls in a manner that is guided by the Girl Scout Mission, Promise and Law. Works closely with the Service Unit Manager/Service Unit Management Team.

**Expected Commitment:** Approximately 5-10 hours per month, one-year term of appointment (October–September) renewed annually online.

**Training Required:** Service Unit Learning Path (self-paced on gsLearn), Service Unit Orientation (live with staff), and all training required for troop leaders.

**Supported:** Service unit teams receive support, guidance, and encouragement from GSCO Volunteer Success Specialist/Member Engagement Specialist. The Recruitment Coordinator also collaborates closely with GSCO Community Engagement Specialists and New Member Admin Specialists for recruitment needs.

### Responsibilities:

- Follow and model the Girl Scout Promise and Law.
- Embrace the Girl Scout mission through the Girl Scout Leadership Experience.
- Collaborate with troop leaders to provide a welcoming Girl Scout experience to new and returning Girl Scouts each year.
- Collaborate with the service unit manager(s) on a yearly plan of work for the service unit including a calendar of events, regularly scheduled meetings, communication plan, and budget.
- Work with the service unit manager (s) to develop goals, strategies, and plan for recruiting and engaging girls and volunteers.
- Conduct all service unit activities safely by adhering to Girl Scout Safety Activity Checkpoints and Volunteer Essentials procedures.
- Communicate and work cooperatively with all troop volunteers, service unit volunteers, and GSCO staff.
- Engage with the Girl Scout community by participating in GSCO programs and local (service unit) events/meetings.
- Respond, in a timely manner, to communications from GSCO staff as part of regular check-ins.
- Report regularly on service unit accomplishments, events, needs, and problems.
- Evaluate and reflect on the success of events and activities. Use this reflection to improve future events.
- Keep and submit reports to appropriate GSCO staff as requested.
- Work with regional recruitment specialists and placement specialists to ensure all new girls and volunteers are registered as members.
- Represent Girl Scouts and educate the community on ways to participate in Girl Scouting

### Qualifications/ Core Competencies:

- Girl focus: Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs, while having fun.
- Personal integrity: Demonstrate dependability, honesty, and credibility.
- Adaptability: Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- Communication: Convey both written and oral communication in a clear, understandable, and appropriate manner keeping in mind the intended audience.
- Fostering diversity: Understand, reflect, and embrace differences.

**Other requirements include:**

- Previous/current experience as a troop leader preferred.
- Become a registered member of GSUSA and successfully complete the council's intake process, which includes a criminal background check.
- Complete required position-related training coursework as assigned and provided by GSCO.
- Knowledge of the community and ability to foster and cultivate community contacts or a willingness to learn.
- Ability to work and communicate well with people and proactively seek resolution to conflict.
- Maintain confidentiality in all matters.
- Access to email and internet.

## Service Unit Team- Recognitions Coordinator

**Summary:** Promotes and facilitates nominations for Girl Scouts of the USA (GSUSA) and Girl Scouts of Colorado (GSCO) recognitions within the assigned geographic area. The individual promotes a year-round culture of appreciation within the service unit through informal methods of acknowledgment of volunteer accomplishments. Ensures presentation of awards in a manner meaningful to the individual receiving the award. Works closely with the Service Unit Manager/Service Unit Management Team.

**Expected Commitment:** Approximately 2-3 hours per month, one-year term of appointment (October–September) renewed annually online.

**Training Required:** Service Unit Learning Path (self-paced on gsLearn), Service Unit Orientation (live with staff), and all training required for troop leaders.

**Supported:** Service unit teams receive support, guidance, and encouragement from GSCO Volunteer Success Specialist/Member Engagement Specialist.

### Responsibilities:

- Follow and model the Girl Scout Promise and Law.
- Embrace the Girl Scout mission through the Girl Scout Leadership Experience.
- Collaborate with troop leaders to provide a welcoming Girl Scout experience to new and returning Girl Scouts each year.
- Collaborate with the service unit manager(s) on a yearly plan of work for the service unit including a calendar of events, regularly scheduled meetings, communication plan, and budget.
- Conduct all service unit activities safely by adhering to Girl Scout Safety Activity Checkpoints and Volunteer Essentials procedures.
- Communicate and work cooperatively with all troop volunteers, service unit volunteers, and GSCO staff.
- Engage with the Girl Scout community by participating in GSCO programs and local (service unit) events/meetings.
- Respond, in a timely manner, to communications from GSCO staff as part of regular check-ins.
- Report regularly on service unit accomplishments, events, needs, and problems.
- Evaluate and reflect on the success of events and activities. Use this reflection to improve future events.
- Keep and submit reports to appropriate GSCO staff as requested.
- Be knowledgeable about available GSUSA/GSCO recognitions and educate volunteer peers on their existence, criteria, and nomination process.
- Ensure recognition is a mixture of formal and informal methods that acknowledge volunteer accomplishments regardless of role and length of service.
- Identify candidates for recognition and enlist others (adults or girls) to nominate and endorse.
- Identify council recognitions committee member candidates and make recommendations to volunteer support staff. These candidates may be from existing GSCO volunteer pool or community at large.
- Ensure the distribution of GSCO volunteer tokens of appreciation.
- Develop a system of year-round appreciation such as service unit-sponsored thank you and birthday cards, appreciation dinners, gift certificates, etc.

### Qualifications/ Core Competencies:

- Girl focus: Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs, while having fun.
- Personal integrity: Demonstrate dependability, honesty, and credibility.
- Adaptability: Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- Communication: Convey both written and oral communication in a clear, understandable, and appropriate manner keeping in mind the intended audience.

- Fostering diversity: Understand, reflect, and embrace differences.

**Other requirements include:**

- Previous/current experience as a troop leader preferred.
- Become a registered member of GSUSA and successfully complete the council's intake process, which includes a criminal background check.
- Complete required position-related training coursework as assigned and provided by GSCO.
- Basic knowledge of GSUSA Recognitions including criteria and nomination process (or willing to learn).
- Knowledge of (or a willingness to learn about) the community and ability to foster and cultivate community contacts.
- Ability to work and communicate well with people and proactively seek resolution to conflict.
- Maintain confidentiality in all matters.
- Access to email and internet.



## Service Unit Team- New Troop Mentor

**Summary:** Welcome, support, and empower new troop leaders as they get started in their Girl Scouts Leadership Experience. Mentor them throughout their first year by helping to plan their first meetings (and attend when possible). Support a positive experience for first-year troop leaders and their empowerment to deliver a Girl Scout experience to girls year after year.

**Expected Commitment:** Approximately 4-5 hours per month, one-year term of appointment (October–September) renewed annually online.

**Training Required:** Service Unit Learning Path (self-paced on gsLearn), Service Unit Orientation (live with staff), and all training required for troop leaders.

**Supported:** Service unit teams receive support, guidance, and encouragement from GSCO Volunteer Success Specialist/Member Engagement Specialist.

### Responsibilities:

- Follow and model the Girl Scout Promise and Law.
- Embrace the Girl Scout mission through the Girl Scout Leadership Experience.
- Collaborate with troop leaders to provide a welcoming Girl Scout experience to new and returning Girl Scouts each year.
- Collaborate with the service unit manager(s) on a yearly plan of work for the service unit including a calendar of events, regularly scheduled meetings, communication plan, and budget.
- Conduct all service unit activities safely by adhering to Girl Scout Safety Activity Checkpoints and Volunteer Essentials procedures.
- Communicate and work cooperatively with all troop volunteers, service unit volunteers, and GSCO staff.
- Engage with the Girl Scout community by participating in GSCO programs and local (service unit) events/meetings.
- Respond, in a timely manner, to communications from GSCO staff as part of regular check-ins.
- Report regularly on service unit accomplishments, events, needs, and problems.
- Evaluate and reflect on the success of events and activities. Use this reflection to improve future events.
- Keep and submit reports to appropriate GSCO staff as requested.
- Train and assist troop leaders in the use of the Volunteer Toolkit and promote national and council training opportunities in gsLearn or live/in-person to continue their growth in troop leadership.
- Encourage new troop leaders to attend service unit meetings and events.
- Support new troop leaders during council product programs.
- Help plan 4-6 meetings with new troop leaders (and attend troop meetings when possible).

### Qualifications/ Core Competencies:

- Girl focus: Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs, while having fun.
- Personal integrity: Demonstrate dependability, honesty, and credibility.
- Adaptability: Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- Communication: Convey both written and oral communication in a clear, understandable, and appropriate manner keeping in mind the intended audience.
- Fostering diversity: Understand, reflect, and embrace differences.

### Other requirements include:

- Previous/current experience as a troop leader preferred.

- Become a registered member of GSUSA and successfully complete the council's intake process, which includes a criminal background check.
- Complete required position-related training coursework as assigned and provided by GSCO.
- Ability to work and communicate well with people and proactively seek resolution to conflict.
- Maintain confidentiality in all matters.
- Access to email and internet.

## Service Unit Team- Events Coordinator

**Summary:** Collaborate with helper volunteers across the service unit to enthusiastically plan, coordinate, and execute service unit events with input from girls. Plan exciting, hands-on activities that spark interest and are focused on the four pillars (outdoor, STEM, life skills, and entrepreneurship) that form the foundation of the Girl Scout Leadership Experience. Works closely with the Service Unit Manager/Service Unit Management Team.

**Expected Commitment:** Approximately 4-5 hours per month, one-year term of appointment (October–September) renewed annually online.

**Training Required:** Service Unit Learning Path (self-paced on gsLearn), Service Unit Orientation (live with staff), and all training required for troop leaders.

**Supported:** Service unit teams receive support, guidance, and encouragement from GSCO Volunteer Success Specialist/Member Engagement Specialist.

### Responsibilities:

- Follow and model the Girl Scout Promise and Law.
- Embrace the Girl Scout mission through the Girl Scout Leadership Experience.
- Collaborate with troop leaders to provide a welcoming Girl Scout experience to new and returning Girl Scouts each year.
- Collaborate with the service unit manager(s) on a yearly plan of work for the service unit including a calendar of events, regularly scheduled meetings, communication plan, and budget.
- Conduct all service unit activities safely by adhering to Girl Scout Safety Activity Checkpoints and Volunteer Essentials procedures.
- Communicate and work cooperatively with all troop volunteers, service unit volunteers, and GSCO staff.
- Engage with the Girl Scout community by participating in GSCO programs and local (service unit) events/meetings.
- Respond, in a timely manner, to communications from GSCO staff as part of regular check-ins.
- Report regularly on service unit accomplishments, events, needs, and problems.
- Evaluate and reflect on the success of events and activities. Use this reflection to improve future events.
- Keep and submit reports to appropriate GSCO staff as requested.
- Plan exciting, hands-on activities that spark interest and are focused on the four pillars (outdoor, STEM, life skills, and entrepreneurship) that form the foundation of the Girl Scout Leadership Experience.
- Develop a plan for engaging girls in the planning and reflection process for events. This may include creating an older girl events committee, conducting surveys and evaluations about events or other means of gathering girl input.

### Qualifications/ Core Competencies:

- Girl focus: Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs, while having fun.
- Personal integrity: Demonstrate dependability, honesty, and credibility.
- Adaptability: Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- Communication: Convey both written and oral communication in a clear, understandable, and appropriate manner keeping in mind the intended audience.
- Fostering diversity: Understand, reflect, and embrace differences.

### Other requirements include:

- Previous/current experience as a troop leader preferred.
- Become a registered member of GSUSA and successfully complete the council's intake process, which includes a criminal background check.

- Complete required position-related training coursework as assigned and provided by GSCO.
- Knowledge of (or a willingness to learn about) the community and ability to foster and cultivate community contacts.
- Ability to work and communicate well with people and proactively seek resolution to conflict.
- Access to email and internet.

# Service Unit Fall Product Program Manager

## Summary

Service Unit Fall Product Managers work directly with Troop Leaders and Troop Fall Product Managers to provide information, training, and support throughout the Fall Product Program. They also manage delivery of materials, products, and incentives ordered by troops in the service unit.

By supporting Troop Fall Product Managers, you'll help them teach their girls the 5 skills - Goal Setting, Decision Making, Money Management, People Skills and Business Ethics.

**Expected Commitment:** One-year term of appointment, renewed annually (focus of service will be September-January)

## Support & Training:

Service Unit Fall Product Managers will receive support, guidance and encouragement from their regional Product Program Specialist. You are required to attend Service Unit Fall Product Manager training and you have access to additional resources as well. Serving as a Service Unit Fall Product Manager is a great personal/professional development opportunity!

## Required Qualifications

- Access to a phone and a computer with Internet access.
- Ability to communicate well and proactively seek resolution of conflict.
- Must have a valid adult Girl Scout membership for the **2023-2024** membership year.
- Must have an approved background check.
- Only one fall product manager per service unit.

## All volunteers are also expected to:

- Abide by the [Girl Scout Promise and Law](#)
- Follow Girl Scout policies and procedures to ensure the safety of girl members.
- Use discretion in all confidential matters including girl information.
- Serve as a positive example for girls by modeling positive attributes such as: *reliability, respect for others, inclusiveness, and a positive attitude.*

## Responsibilities

- Encourage Fall Product Program participation by promoting program at service unit meeting (s) and/or through emails to troops and service unit social media.
- Attend required training for service unit fall product managers (SUFPMs).
- Direct troop fall product managers (TFPMs) to Fall Product Program training available online or provide training to troops in your unit. You must inform your PPS of the TFPMs who completed training that you provided, in order for those TFPMs to get credit for taking the training.
- Train and support girls/families who are participating individually in the Fall Product Program (Juliettes).
- Share program materials, resources, and information about supplemental training with troop fall product managers (TFPMs), including Juliette caregivers acting as TFPM for their Girl Scout Juliette.
- Answer questions and assist troop fall product managers (TFPMs) on the Fall Product Program processes.
- At the start of the program, ask TFPMs to collect Fall Product Program participation permission slips from parents/caregivers (online forms or paper forms).
- Communicate important information to TFPMs, Juliette caregivers, and Girl Scout families, such as: remind TFPMs to access M2 before start of program; tell them to send the parent/caregiver log-in email at the start of the program; remind them about order card deadline, and other important deadlines; assist TFPMs with closeout.
- Accept and respond to communications (including calls, emails, texts, and relevant social media posts) from GSCO staff, or volunteers and/or Girl Scout families. Program volunteers may not "opt-out" of GSCO/M2 emails.
- Coach TFPMs in following best financial practices (e.g. order money collection/deposits, keeping accurate records and saving reports, product distribution and receipts.) Ensure products and girl rewards are distributed to girls as soon as possible.

- Review troop records in M2 and assist troops with using M2 system.
- Submit service unit product order by deadline date.
- Make sure all troops have selected final rewards.
- Check products and rewards immediately after you receive the shipments and within 48 hours, report quantities of each item and any missing/damaged items to your PPS. Ensure products and girl rewards are distributed to girls as soon as possible.
- Ensure that all verbal or written communications (including telephone conversations, emails, texts, and electronic and social media) do not contain profanity or condescending remarks.
- Refrain from inappropriate displays of anger, aggression, or berating of individuals.
- Volunteers may not use any information received for personal or monetary gain.
- Volunteers will notify Girl Scouts of Colorado if they have a potential conflict of interest or if they believe anyone else is facing a potential conflict of interest.

Volunteers may be asked to do or support other duties or activities that meet the goals and/or objectives of the service unit and/or GSCO.

*SUFPMs should be familiar with the TFPM financial responsibilities in order to offer TFPMs guidance and support. See "Troop/TCM/Juliette Caregiver Financial Responsibilities" listed below.*

As an SUFPM, if you have concerns about a troop or Juliette caregiver, notify your Product Program Specialist immediately.

#### **Troop/TFPM/Juliette Caregiver Financial Responsibilities**

- Girl Scouts of Colorado and SUFPMs will train TFPMs/Juliette caregivers in the processes to protect troops from the negative financial consequences of excess inventory, bounced checks/transactions, and other money issues.
- TFPMs/Juliette caregivers must strictly adhere to those processes and will be held responsible for all unpaid nut/candy bills, and/or troop money issues that are the result of negligence of established practices.
- TFPMs/Juliette caregivers are financially responsible for all nut/candy items received. **Receipts must be completed and signed by both TFPM and parent/caregiver when nut/candy items are distributed.** • Collect Fall Product Program permission form from parents/caregivers (online forms or paper forms) *at the START of the program!*
- The signed permission form is an agreement that parents/caregivers are financially responsible for the order money collected, for turning that money in to TFPM/troop, and for all nut/candy products that are distributed to them/their Girl Scout(s).
- Keep all receipts! ***Do not distribute nut/candy items to parents/caregivers unless they have filled out, signed, and turned in a permission form and all order money collected has been turned in to troop.***
- Collect order cards and record in-person orders in M2. (Parent/caregiver can also do this, and they can "deposit" money collected for in-person orders, by creating order and paying for it with a credit card via the Girl Scouts online storefront.)
- Ensure that the money accurately corresponds to the number of nut/candy orders in M2.
- Ensure that all cash and checks collected for in-person orders are deposited into troop account on a regular basis. Juliette caregivers should deposit cookie money into the Bank of Oklahoma (GSCO bank account) and/or "deposit" money collected for in-person orders, by creating an order and paying for it with a credit card via the Girl Scouts online M2 storefront.
- Report any unpaid nut/candy product bills by submitting a Money Problem Report with receipts and/or other documentation, on or before the deadline, Oct. 27, 2023, 8 p.m. (Find MPR under "Forms" on GSCO website.)
- Submit a Money Problem Report if your troop will not/does not have enough money to pay GSCO the amount due as stated on Sales Report. The MPR must be submitted no later than Oct. 27, 2023, 8 p.m.

#### **Ethics**

Girl Scouts of Colorado is committed to the highest possible standards of ethical and moral business conduct. The Girl Scout Fall Product and Cookie Programs give Girl Scouts the opportunity to learn new skills, to promote Girl Scouting,



and to live by the Girl Scout Promise and Law. This opportunity comes with the responsibility to follow safety, media relations and business ethics guidelines. As a volunteer for Girl Scouts of Colorado, you are accepting the responsibility to assist Girl Scouts in implementing business ethics by setting a positive example through your actions, words and deeds that mirror the standards of the Girl Scout Promise and Law.

**Confidentiality**

As a volunteer for Girl Scouts of Colorado, you understand that you may come into contact with confidential information during your time as a volunteer. As part of the condition of your volunteer role with Girl Scouts of Colorado you promise to keep in strict confidence any information regarding any policy or procedure changes outside of the communication timetable, financial misconduct, girl information, parent/guardian information, or any other information deemed confidential. You also agree to never remove any confidential material of any kind from the premises of Girl Scouts of Colorado unless authorized as part of your duties, or with the express permission or direction to do so from Girl Scouts of Colorado.

# Service Unit Cookie Manager Position Description

## Position Summary

Service Unit Cookie Managers work directly with Troop Leaders and Troop Cookie Managers to provide information, training, and support throughout the Cookie Program. They also manage delivery of materials and rewards ordered by troops in the service unit. By supporting Troop Cookie Managers, you'll help them teach their girls the 5 skills - Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics.

**Expected Commitment:** One-year term of appointment, renewed annually (focus of service will be November-May)

## Support & Training

Service Unit Cookie Managers will receive support, guidance, and encouragement from their regional Product Program Specialist (staff). Training for Service Unit Cookie Managers is required, and additional just-in-time training will be available on the Cookie Resources page. Serving as a Service Unit Cookie Manager is a great personal/professional development opportunity!

## Required Qualifications

- Access to a phone and a computer with Internet access.
- Ability to communicate well and proactively seek resolution of conflict.
- Must have a current Girl Scout membership for the 2023-2024 membership year.
- Must have an approved background check.

## All volunteers are also expected to:

- Abide by the Girl Scout Promise and Law
- Follow Girl Scout policies and procedures to ensure the safety of girl members.
- Use discretion in all confidential matters including girl information.
- Serve as a positive example for girls by modeling positive attributes such as: *reliability, respect for others, inclusiveness, and a positive attitude.*

## Responsibilities

- Encourage Girl Scout Cookie Program participation by promoting program at service unit meeting(s) and/or through emails to troops and service unit social media posts.
- Attend required service unit cookie manager (SUCM) training.
- Direct troops/Juliette caregivers to online training and/or provide Cookie Program training for your area. Product Program staff must be notified about which volunteers have completed online/in-person training offered in your area, for TCMs to get credit for having taken training.
- *Train and support girls/families who are participating individually (Juliettes) in the cookie program.*
- Share program materials, resources, and information about supplemental training with troop cookie managers (TCMs) and Juliette caregivers.
- Answer questions and assist TCMs on cookie program processes, including safety tips, policies and procedures, cookie inventory management, and important dates.
- Coach TCMs in following best financial practices (e.g., money collection, product inventory management, receipts, keeping accurate records, and saving reports).
- *Ask TCMs to collect Cookie Program participation permission slips from all parents/caregivers at start of program!*
- Connect with PPS and assist with recruiting volunteers, and setting up, coordinating, and managing delivery sites.
- Adhere to all deadlines and procedures.
- Contact troops who haven't placed an Initial Order (IO) within 72 hours of deadline.
- Assist troops with placing IO in eBudde (and submitting IO rewards, if applicable) and submit service unit IO by deadline date.
- Communicate important information to council, volunteers, and Girl Scout families in a timely way.
- Utilize eBudde to communicate with TCMs.

- Accept and respond to communications (incl. calls and emails) from GSCO staff, volunteers, and Girl Scout families. *Program volunteers may not "opt-out" of GSCO/eBudde emails.*
- Review troop records regularly in eBudde and ensure cookies are distributed (allocated) to girls.
- Make sure all troops have ordered final rewards. Remind TCMs to choose item over Cookie Credits when in doubt. (Reward item can always be changed to Cookie Credits if Girl Scout prefers.)
- Check rewards immediately after you receive the shipments and within 48 hours, report quantities of each item and any missing/damaged items to your PPS.
- Ensure that girl rewards are distributed to girls as soon as possible.
- Check-in with your product program specialist during the closeout process.
- Ensure that all verbal or written communications (including telephone conversations, emails, texts, and electronic and social media) do not contain profanity or condescending remarks.
- Refrain from inappropriate displays of anger, aggression, or berating of individuals.
- Volunteers may not use any information received for personal or monetary gain.
- Volunteers will notify GSCO if they have a potential conflict of interest or if they believe anyone else is facing a potential conflict of interest.

*Volunteers may be asked to do or support other duties or activities that meet the goals and/or objectives of the service unit and/or GSCO.*

**SUCMs should be familiar with the TCM financial responsibilities to offer TCMs guide and support. See "Troop/TCM/Juliette Caregiver Financial Responsibilities" listed below.**

As an SUCM, if you have concerns about a troop, notify your Product Program Support Specialist.

#### **Troop/TCM/Juliette Caregiver Financial Responsibilities**

- *There are no returns on cookies.*
- TCMs are financially responsible for all cookies the troop receives and retains in troop cookie inventory until it is distributed to Girl Scout families.
  - o The signed permission form is an agreement that parents/caregivers are financially responsible for the order money collected, for turning that money in to TCM/troop, and for all cookies that are distributed to them/their Girl Scout(s).
- Collect Cookie Program participation permission form from parents/caregivers (online forms or paper forms) *at the START of the program!*
- *Do not distribute cookies to parents/caregivers until they fill out, sign, and turn in a permission form.*
- *Receipts must be completed and signed by both TCM and parent/caregiver when cookies are distributed. Keep all receipts!*
- Juliette caregivers (acting as TCMs) are financially responsible for all cookie inventory received.
- TCMs must collect, record in eBudde, and receipt all money from booth sales and family sales.
- Ensure that the money accurately corresponds to the number of cookies issued.
- Ensure that all cash and checks are deposited into troop account on at least a weekly basis.
- Juliette caregivers should deposit cookie money into the Bank of Oklahoma (GSCO bank account) and/or follow other required money handling guidelines outlined in Juliette deposit instructions in guide and posted to the [cookie resources page](#).
- TCMs/Juliette caregivers *must report any unpaid cookie bills* by submitting a Money Problem Report with receipts and/or other documentation, on or before the deadline (March 16, 2024, 8 p.m.)
- TCMs/Juliette caregivers must submit a Money Problem Report if the troop or Juliette caregiver, *will not/does not have enough money* to pay GSCO the amount due as stated on eBudde Sales Report. This must be submitted no later than March 16, 2024, 8 p.m.

**Ethics**

Girl Scouts of Colorado is committed to the highest possible standards of ethical and moral business conduct. The Girl Scout Cookie Program (and the Fall Product Program) give Girl Scouts the opportunity to learn new skills, to promote Girl Scouting, and to live by the Girl Scout Promise and Law. This opportunity comes with the responsibility to follow safety, media relations and business ethics guidelines. As a volunteer for Girl Scouts of Colorado, you are accepting the responsibility to assist Girl Scouts in implementing business ethics by setting a positive example through your actions, words and deeds that mirror the standards of the Girl Scout Promise and Law.

**Confidentiality**

As a volunteer for Girl Scouts of Colorado, you understand that you may encounter confidential information during your time as a volunteer. As part of the condition of your volunteer role with Girl Scouts of Colorado you promise to keep in strict confidence any information regarding any policy or procedure changes outside of the communication timetable, financial misconduct, girl information, parent/guardian information, or any other information deemed confidential. You also agree to never remove any confidential material of any kind from the premises of Girl Scouts of Colorado unless authorized as part of your duties, or with the express permission or direction to do so from Girl Scouts of Colorado.

# Sample Service Unit Team Agreements

These Service Unit Team Agreements are provided as an example. Team agreements are optional and may be customized to fit the needs of the service unit as long as all GSCO Policies and Procedures are followed.

## Example Service Unit Agreement:

**Service Unit:**

**Volunteer Success Specialist:**

**Service Unit Team Members:**

**Service unit meetings are held:**

**Time:**

**Location:**

## **Service Unit Mission Statement:**

Our primary goal as a service unit team is to create a welcoming, supportive environment equal for all volunteers, girls, and their families. The service unit works to provide relevant communications, training, and support to leaders throughout the year.

## Inclusion Standards

GSCO and this service unit are committed to creating an environment that encourages all girls to overcome barriers and become kind and respectful leaders in their community and world.

GSCO staff, volunteers, and members are expected to speak and act in ways that ensure all people feel they belong and can meaningfully participate in all aspects of Girl Scouting, regardless of race, color, creed, religion, place of national origin, ancestry, citizenship status, age, disability, gender, marital status, familial status, veteran status, sexual orientation, gender identification, public assistance, or other characteristics protected by applicable federal, state, or local laws. This includes socioeconomic status and place of residence.

GSCO and this service unit is committed to inclusion and will make reasonable efforts to provide accessibility to Girl Scouts of all levels of ability.

Every girl and leader is an equal and valued member of the group, and our group will strive to reflect the diversity of the community. Refer to [Creating an Atmosphere of Acceptance and Inclusion](#) in Volunteer Essentials.

- Welcome everyone and focus on building community.
- Emphasize cooperation.

- Provide a safe and socially comfortable environment free of relational aggression, bullying and exclusionary behaviors.
- Teach respect for, understanding of, and dignity toward all Girl Scouts leaders and their families.
- Actively reach out to Girl Scouts and their families who are traditionally excluded or marginalized.
- Foster a sense of belonging and community as a respected and valued peer.
- Honor the intrinsic value of each person's life.

#### **Other service unit team responsibilities**

- Attend or help host service unit meetings.
- Work as a team to set and achieve service unit goals, using the **Service Unit of Excellence** award requirements to help establish goals.
- Foster regular communication and networking between troop leaders.
- Provide prompt updates and communication to troops and families.
- Support and provide guidance/mentorship to new troops and/or leaders.
- Strive to include the voice of girls in our decision-making.
- Provide regular service unit finance updates at service unit meetings.
- Collectively decide how service unit funds are spent.
- Provide leadership opportunities to all interested service unit members.
- Ensure volunteers are supported and know they are appreciated.
- Share concerns with our Service Unit Manager or Volunteer Success Specialist and discuss potential solutions.
- Maintain regular communication with council staff and build an effective partnership with our VSS.
- Uphold our council's policies and standards as outlined in [Volunteer Essentials](#).
- Provide service unit leadership opportunities to troop leaders and proactively recognize the active service unit team members and/or troop leaders within the service unit.

#### **Additional considerations**

- The service units recognizes council as the governing body of all GSCO staff members, service units, troops, and volunteer leaders and ensures standard expectations are met.
- Our service unit and troops will strive to uphold the GSCO policies found in Volunteer Essentials, and the expectations outlined in the Girl Scout Promise and Law. We understand that while service units can develop their own processes and ways of operating, these must still fall within council standards and operating procedures.
- Any concerns the service unit manager or team have can be shared with the VSS, along with any recommendations for solutions.
- We will set the example of fostering a positive image of Girl Scouts and always maintain positive, professional communications with staff members, other SU members, troop families, girls, and the



broader community. We will seek to make positive connections with others, even if they are outside our local community or are unfamiliar with council or service unit ways.

- We will assume good intentions first with service unit members and potential new volunteers. Any concerns our service unit has regarding a leader, volunteer or caregiver will be brought to the attention of the Volunteer Success Specialist (VSS).
- Our VSS attends service unit meetings and is considered a regular member of our service unit community. Full participation at service unit meetings provides the VSS with a valuable connection to the service unit community and fosters an environment of support between council and our service unit volunteers.
- Our service unit manager will copy the VSS on any communications being sent out to the broader service unit and when contacting other local council staff, such as Community Engagement Specialists and New Member Specialists, so they remain in the loop on what's happening with the unit and can offer support as needed. Likewise, the VSS will copy the service unit manager on general communications being sent out to the broader service unit.
- Troop leaders and service unit managers cannot remove a girl or leader from a troop without first consulting with our VSS and following the standard conflict resolution process. See more about Troop Management in Volunteer Essentials.
- Grievances from service unit members will be handled in a professional, confidential manner using conflict management standards and following the chain of command. First notify our service unit manager or VSS. If the resolution determined is not acceptable, it will be forwarded in the following order for resolution: Volunteer Success Manager, Volunteer Relations Director, VP of Volunteer Success Chief Mission Delivery Officer. Any decision made by the CMDO is final.

## Example Service Unit Agreement:

Girl Scouts of Colorado (GSCO) supports adults who prepare girls to seek and meet the challenges of an ever-changing society. GSCO agrees to treat volunteers with respect and dignity and to protect confidential information, and further agrees to provide a position description, learning opportunities and support necessary for the volunteer position.

### The Girl Scout Promise

On my honor, I will try:  
To serve God\* and my country,  
To help people at all times,  
And to live by the Girl Scout Law.

### The Girl Scout Law

I will do my best to be  
Honest and fair,  
friendly and helpful,  
Considerate and caring,  
Courageous and strong, and  
Responsible for what I say and do,  
And to,  
Respect myself and others,  
Respect authority,  
Use resources wisely,  
Make the world a better place, and  
Be a sister to every Girl Scout.

### High Ethical Standards

GSCO is committed to high ethical standards and we expect all volunteers to act in the best interest of the organization and its mission. This mission demands that we act in an ethical manner to uphold the public trust and the values of responsibility, integrity, openness, honesty, accountability, and respect in all that we do in the name of Girl Scouts.

In my capacity as a GSCO volunteer, I agree to uphold these values and I agree to do the following:

1. Conduct myself in a manner consistent with the beliefs and principles of the Girl Scout movement as embodied in the Promise and Law.
2. Take all required trainings and comply with all Girl Scout policies, procedures, and safety guidelines.
3. Be sensitive to others, respecting individual needs and differences, as well as the value of ethnic and cultural diversity.
4. Behave in a manner that models the ideals and values of the Girl Scout Promise and Law and ensure that all verbal or written communications (including telephone conversations, emails, texts, and electronic and social media) do NOT contain profanity or condescending remarks.
5. Refrain from inappropriate displays of anger, aggression, or berating of individuals.
6. Create a warm, open and accepting environment which can foster a spirit of friendship among all.

7. Relate to others, especially children, in a manner which is consistent with and appropriate to their physical, mental and emotional development.
8. Reflect acceptable ethical and moral values by my words and actions;
9. Be aware of and follow health and safety practices and procedures as a demonstration of my concern for the well- being of all.

Specific SU guidelines:

10. Honor the leadership of the girls and be supportive of their decisions.
11. Adhere to the cell phone policy that they should only be used during meetings for research, taking photos, and/or emergencies.

I understand that if I do not comply with the above standards or if I otherwise act in a way that negatively impacts the image or goals of GSCO, I may be released from any volunteer role with GSCO.

Failure to uphold these values will result in the following:

1. First noncompliance: Verbal warning
2. Second noncompliance: conversation with SUM or Volunteer Success Specialist
3. Third noncompliance: Subsequent meeting with Volunteer Success Manager and/or senior leadership staff and possible removal of role.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## Example Service Unit Agreement:

### Group Agreement Established September 2023

We will respect each other's opinions and ideas.

We won't interrupt while someone is speaking, only one person should be talking at a time. We Keep side bars/conversations to a minimum.

We will stay on track with the agenda during our Leadership Meetings. Open discussion is at the end of the meeting.

We will arrive to the meeting on time. The Service Unit Manager will ensure that a meeting reminder will be posted to Rallyhood.

We will keep our phones on silent during the meeting and keep our phone usage to a minimum.

We will keep sensitive information confidential. Confidential information will not leave the Leadership Meeting.

All Leadership Team Members will vote in-advance for all money spent out of the SU Checking Account.

The Service Unit Meeting Agenda will be shared with the Service Unit Leadership Team via Rallyhood 2 days prior to the Service Unit Meeting to ensure there is time for additions and edits.

If a member of the Leadership Team agrees to be responsible for a task, she will complete it in a timely manner OR ask for help from another Team Member.

When there is disagreement among members of the Leadership Team, we will take the decision to vote.

Rallyhood is the primary tool for communication. There is a separate group created for the Leadership Team.

We will Live by the Girl Scout Law.

# Volunteer Event Sign Up

Event	Time Table	Volunteer(s)
Fall Event	Plan in August/September. Event in October/November.	
Cookie Rally	Plan in November/December. Execute first weekend of January.	
Daisy Day Camp	Planning begins in Nov/Dec. One meeting per month on average until camp takes place in March/April/May.	
Older Girl Unit Camp	Planning begins one year ahead. One meeting per month on average until camp takes place in August/September.	
Younger Girl Unit Camp	Planning begins one year ahead. One meeting per month on average until camp takes place in August/September.	
Unit Camp ALL GIRLS	Planning begins one year ahead. One meeting per month on average until camp takes place in August/September.	
Pine Car Derby	Planning begins in December. Derby is done in early April.	
Thinking Day or Juliette Low	Plan in December/January/February. Execute around March 12.	
Award Committee	Gather nominations in February/March/April meetings. Submit by May 31.	
Family Event AND/OR Mother/Daughter AND/OR Father/Daughter Event	Plan in February/March. Execute in April.	
Leader/Daughter Appreciation Event	Plan in Feb/March. Execute in April/May.	
Awards and Volunteer Thank You	Plan in March/April. Execute in May.	