

Service Unit Manager Volunteer Appointment Letter

This form is to be completed annually with the Membership Specialist and retained by the Membership Specialist.

Having successfully met the position qualifications, _____ is appointed to the position of Service Unit Manager/Co-Manager of the Service Unit for the period of _____ to _____. The volunteer agrees to fulfill the role, duties, and responsibilities of the position with accountability to the Membership Specialist and Area Manager.

ROLE: Manage the activities of the volunteers within the Service Unit and give guidance to the volunteers within the philosophy and framework of the Girl Scout program. Recruit and manage a Service Unit Team to help carry out the functions of the Service Unit as indicated by the following duties and responsibilities:

DUTIES AND RESPONSIBILITIES:

ON-TARGET

Support GSUSA and GSCNC policies, standards, and procedures. Promote all Council goals including SHARE, product sales, registration, and training requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Manage the Service Unit by implementing procedures and establishing goals for the Service Unit in conjunction with the Service Unit Team and Membership Specialist.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Convene and preside over regularly scheduled Service Unit meetings and Service Unit Team meetings to provide information and materials from GSCNC and other appropriate resources. Workshops and roundtable discussions may be used to train volunteers and share information and experiences.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Using the appointment process, appoint and release (when necessary) troop leaders/advisors and Service Unit Team members in consultation and agreement with the Membership Specialist.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Attend the annual Service Unit Manager Kickoff and a monthly meeting for Service Unit Managers (area or cluster meetings). Attend GSCNC's Annual Meeting and Association meetings and events.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Grant permission for troop activities that require a Troop Overnight and Travel Approval Form and the Troop Money Earning Event Approval Form.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Direct volunteers on where to locate GSCNC forms, publications, and other resources.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Respond to all communications from volunteers and GSCNC in a timely manner and submit all paperwork in a timely manner.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Require all troops to be represented at Service Unit meetings. Follow-up with troops that are not in attendance or delegate the responsibility to a member of the Service Unit Team.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Encourage troops to participate in Service Unit events, Association meetings and events, and Council meetings, including GSCNC's Annual Meeting.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Help resolve intra-troop and intra-Service Unit conflicts with the assistance of mentors, Service Unit Team members, and the Membership Specialist. Keep the Membership Specialist informed when a conflict arises and the steps that have been taken towards resolution.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Supervise and manage the Service Unit Team and ensure that all members are fulfilling the responsibilities of their positions in an effective and timely manner. Provide support and encouragement to the members of the Service Unit Team.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Maintain a current knowledge of the responsibilities of each position within the Service Unit Team, including the policies and procedures involved with each position.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Provide time on the Service Unit meeting and Service Unit Team meeting agendas for members of the Service Unit Team to report on information regarding their positions.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Direct the Service Unit Registrar to maintain and regularly update a roster of all troops, troop leaders, and Service Unit Team members and their contact information, and to distribute the roster to all volunteers in the Service Unit on a monthly basis.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Oversee the selection of Service Unit Delegates and Alternate Delegates to GSCNC's Annual Meeting.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Provide a welcoming and supportive environment for all volunteers.	<input type="checkbox"/> Yes <input type="checkbox"/> No

QUALIFICATIONS:

ON-TARGET

Register as an adult member of Girl Scouts of the USA.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Complete the Volunteer Position Application process.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Accept and adhere to the purpose and principles of Girl Scouting.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Be willing and able to work in a positive manner with diverse groups with varying lifestyles and cultures.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Recognize, understand, accept, interpret, and support all council goals, policies, guidelines and objectives, including the Human Relations Policy Statement.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Complete required Service Unit Manager Training.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does not have any outstanding debts with any GSCNC entity (e.g.- troops, Service Unit, etc.).	<input type="checkbox"/> Yes <input type="checkbox"/> No
Demonstrate an ability to manage, motivate, persuade, recruit, and retain adult and girl membership.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Possess the following management and supervisory skills- well organized, positive attitude, enjoys working with people, able to handle difficult people, able to multi-task, assertiveness, good listener and communicator who is open to judging situations and people, hearing both sides, and making fair decisions.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Derive motivation from the ability to serve and make decisions.	<input type="checkbox"/> Yes <input type="checkbox"/> No

METHOD OF SELECTION: Selected and appointed by the Membership Specialist.

ACCOUNTABILITY: Accountable to the Membership Specialist and Area Manager.

TERM OF POSITION: Appointed annually with a maximum term limit of six years.

I, _____, Service Unit Manager/Co-Manager agree to fulfill the duties and responsibilities as listed above and have met or will meet all qualifications as listed. I understand that failure to fulfill these responsibilities and/or qualifications could result in my not being re-appointed and/or dismissal from this position.

Signature _____
Date _____
Years In Position _____
Date of Review _____
Initials

Signature of Membership Specialist _____
Date of Review _____
Initials

Use additional paper to expand on the duties and responsibilities of this position.