

Volunteer Position: SU Membership and Support Manager

Summary

The SU Membership and Support Manager (SUMSM) is charged with providing support, leadership and management oversight for volunteers in the service unit as they work to recruit and retain girl and adult volunteers. Additionally, this volunteer establishes, cultivates, and maintains relationships with community partners and works collaboratively with other service unit leads and the council.

Average Time Commitment: 6-8 hours per month

Term of Appointment: One year

Appointment and Accountability

- Volunteer position is part of the service unit leadership team
- Appointed for the assigned service unit from June 1 through May 31
- Accountable to assigned Membership Manager
- Responsible for the direction and support of the following volunteer positions: SU Membership Coordinator and SU Learning & Support Coordinator
- Position is renewable upon review and application

Responsibilities

- Recruit, lead and support volunteers to service unit-level membership & support roles; team of volunteers oversee logistics of recruitment, membership registration and renewal, and volunteer support
- Support the effective execution of the membership and support team's roles and responsibilities
- In partnership with the SU leadership team, develop agendas for and facilitate regular service unit meetings. These meetings should be used to plan and discuss service unit activities, promote council services and events, provide training, distribute information, and interpret or clarify GSUSA and council policies, standards, and procedures. A minimum of four meetings per year are required. They should be inviting, inclusive, and provide opportunities for sharing ideas and building relationships. Meeting dates should be communicated in advance to all leaders within the service unit.
- Provide any necessary conflict resolution, with the support of the SU leadership team and council staff
- Make recommendations for volunteer appointment and/or release to council staff
- Collaborate closely with other council staff on recruiting and retention strategies
- Ensure the implementation of a comprehensive set of goals and plans for girl and adult membership recruitment and retention established in partnership with the council and the SU Membership Coordinator
- Establish, cultivate, and maintain contacts with community organizations, faith communities, and businesses to market Girl Scouting, recruit volunteers, and organize collaborative partnerships
- Ensure positive visibility and awareness of Girl Scouting in the community

- Provide guidance on responsibilities of engagement and expectations, along with policies and procedures to ensure a positive experience for leaders, volunteers, and girl members
- Ensure successful new leader onboarding and continued support
- Consistently communicate with other members of the service unit leadership team
- Engage in continual learning to increase expertise and remain relevant in the areas of motivation, management, conflict resolution, collaboration, and team building
- Create an atmosphere of appreciation within the service unit
- Openly communicate with council staff about challenges, trends, successes, and progress towards service unit goals and objectives
- Leverage communication and influence skills to resolve conflicts or difficulties in an appropriate manner

Expectations of All Service Team Volunteers

- Complete all required SU position-based training within 60 days of formal appointment
- Participate in ongoing learning opportunities for continuous growth in position
- Display a positive, enthusiastic attitude that reflects the acceptance of the mission, vision, and goals of GSUSA and Girl Scouts Heart of the South
- Be a positive representative of the Girl Scout Promise and Law
- Serve as a mentor for girls by modeling positive attributes such as reliability, respect for others, inclusiveness, and a positive attitude
- Remain informed about and comply with policies, procedures, and guidelines of Girl Scouts Heart of the South and GSUSA
- Demonstrate sound judgment, flexibility, organization, delegation, communication, and prioritization skills
- Value diversity and inclusion and help others understand and embrace it
- Support, promote, and maintain a commitment to and knowledge of the Girl Scout Leadership Experience and National Program Portfolio (petals, badges, Journeys, and other leadership awards)
- Ensure any requested/required forms and reports are submitted to council by appropriate due dates.
- Ensure positive visibility and awareness of Girl Scouting in the community
- Create an atmosphere of appreciation within the service unit using both informal methods and more formal GSUSA and GSHS Adult Volunteer Awards & Recognitions
- Adhere to the policies of the Girl Scouts and promote Girl Scouting in a positive manner to the public as well as to all internal and external customers
- Have access and the ability to communicate via phone, internet and email

Marketable Skills

Volunteer Management

Leadership

Public Speaking and Presentation

Problem-Solving

Decision-Making

Relationship Management

Communication

Training and Mentoring

Conflict Resolution
Time Management
Meeting Facilitation
Coaching and Mentoring

Sales/Recruitment
Team Building
Attention to Detail
Adaptability

Qualifications

- Must be at least 18 years old
- Must be in good standing with the Girl Scouts Heart of the South
- Be a registered adult member of Girl Scouts of the United States of America (GSUSA) and have a current Criminal Background Check on file
- Accept and adhere to the purpose and principles of the Girl Scout movement and the goals of GSUSA and the Girl Scouts Heart of the South