

Volunteer Position: SU Program Manager

Summary

The SU Program Manager (SUPM) provides supportive services and guidance to leaders, parents, guardians, volunteers, and community partners to cultivate a positive experience that builds girls of courage, confidence, and character, who make the world a better place.

Average Time Commitment: 6-8 hours per month

Term of Appointment: One year

Appointment and Accountability

- This 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 position: SU Program & Events Coordinator, SU Fall Product Coordinator, and SU Cookie Coordinator
- Position is renewable upon review and application

Responsibilities

- Recruit, lead and support volunteers to service unit-level program roles; team of volunteers to oversee logistics for local Girl Scout programming including product programs, events, camporee and/or day camps
- Support the effective execution of the program team's roles and responsibilities
- Provide managerial oversight of the product program
- Support the SU Fall Product Manager and SU Cookie Manager in providing training on the sales process, including strategies, documentation requirements, collection of money, and the importance of enforcing safety protocols
- 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
- Connect Girl Scout volunteers to resources to implement the Girl Scout Leadership Experience with the girls participating in their troop
- Identify opportunities for girls to engage in community service in local community
- Engage in continual learning to increase expertise and remain relevant in the areas of motivation, management, conflict resolution, collaboration, and team building

- Openly communicate with council staff about challenges, trends, successes, and progress towards service unit program goals and objectives
- Develop partnerships with organizations that promote the empowerment of girls

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

Public Speaking and Presentation
 Program Management
 Event Planning
 Relationship Management
 Communication
 Time Management
 Leadership
 Meeting Facilitation

Decision-Making
 Conflict Resolution
 Volunteer Management
 Team Building
 Problem Solving
 Attention to Detail
 Coaching and Mentoring
 Adaptability

Qualifications

- 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