

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 and the Membership Manager.
- Use communication skills to provide necessary conflict resolution in an appropriate manner and with the support of your Membership Manager, if needed make recommendations for volunteer release.
- Collaborate closely with assigned Membership Manager 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 Membership Manager 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

- 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
- Create an atmosphere of appreciation within the service unit
- Openly communicate with assigned Membership Manager about challenges, trends, successes, and progress towards service unit goals and objectives

Expectations of All Service Team Volunteers

- Complete all required SU position-based training
- Serve as a mentor for girls by modeling positive attributes such as reliability, respect for others, inclusiveness, and a positive attitude. Be a positive representative of the Girl Scout Promise and Law
- Remain informed about and comply with policies, procedures, and guidelines of Girl Scouts Heart of the South and GSUSA with a positive and enthusiastic attitude
- 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 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

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