



VOLUNTEER SUPPORT COACH MANUAL



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When Troop Leaders receive proper support, they are more successful and girls have a better Girl Scout experience. Volunteer Support Coaches are the key source of knowledge and support for Troop Leaders and their Service Unit. They provide communication and guidance on both required and elective training. They participate in and provide training at leaders' meetings, and collaborate with the Service Team Adult Recognitions Coordinator to acknowledge and recognize Troop Leaders.

OUR MISSION

Girl Scouting builds girls of courage, confidence, and character who make the world a better place.

QUALITIES OF A GREAT GIRL SCOUT LEADER



HONESTY

You are a trusted representative of your Service Unit and of Girl Scouts. If you strive to make honest and ethical decisions, your team will too.



ABILITY TO DELEGATE

Where there is trust, there is strength! The ability to delegate tasks to appropriate team members is one of the greatest skills you can have.



COMMUNICATIONS

Be clear and be knowledgeable about what you want done or the information you wish to convey. If you can't explain it, they can't understand it.



SENSE OF HUMOR

Always try to find the smiles inside the struggles! If you strive to find the “funny” and positive side of any situation, your teammates will too!



CONFIDENCE

When setbacks occur, help assure everyone that everything is going to be OK. Be a source of encouragement and calm during life's little storms.



COMMITMENT

Lead by example. If you expect your team to work hard and give of their time and talents, always do your best to do the same.



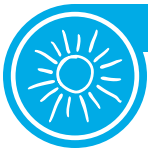
POSITIVE ATTITUDE

Help keep your team focused on the goals ahead by keeping a smile on your face and in your voice. Positive energy produces positive results!



CREATIVITY

Problems don't always have clear solutions and sometimes the best ideas take a little time to find. Always try to think outside the box!



ABILITY TO INSPIRE

Motivation is key to achieving your goals. Keep everyone's spirits high by appreciating hard work and recognizing team members' strengths.



INTUITION

Use your best judgment. Trust your gut. When there is no road map telling you where to go or how to proceed, trust yourself and trust your team.

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VOLUNTEER SUPPORT COACH

Service Team Position Description

SUMMARY Support troop leaders and other volunteer positions as they learn their role for a successful, fun and girl-led experience. When troop leaders receive the proper support, they are more successful, and girls have a better Girl Scout experience.

SUPPORTED BY Member Support Executive (MSE) in partnership with GSACPC Volunteer Support Team.

APPOINTMENT Appointed by MSE in partnership with GSACPC Volunteer Support Team for one year; reappointment based on annual evaluation.

RESPONSIBILITIES/DUTIES

- » Welcome new troop leaders to the Girl Scout Service Unit.
- » Connect volunteers with local resources and volunteer support networks.
- » Be a guide for new leaders as they learn their volunteer roles.
- » Provide ongoing information and support for leaders throughout the year via mini workshops, forums, round tables or other methods of support.
- » Work with leaders in managing the National Program in their troops and through planning special events.
- » Participate as an active member of the Service Unit team by attending regular Service Unit team and leader meetings.
- » Communicate details for leader meetings and Service Unit events to new volunteers.
- » Support leaders bridging to new program levels.
- » Coordinate with the Recognitions Coordinator to acknowledge and recognize troop leaders at the Service Units end of year celebration.

REQUIREMENTS AND QUALIFICATIONS TO BECOME A VOLUNTEER SUPPORT COACH

- » Have prior experience as a Girl Scout Troop Leader.
- » Present a positive image of Girl Scouting to girls, volunteers, and community members.
- » Comply with all GSUSA and Council policies and procedures, including Volunteer Essentials, recognize, understand, accept, and support all Council goals and objectives, including the Diversity Equity and Inclusion Statement.
- » Be guided in all actions by the Girl Scout Mission, Promise, and Law.
- » Complete Volunteer Support Coach training.
- » Be a registered member of GSACPC with a current background check.
- » Leadership from the Inside Out online resource recommended.
- » Complete Looker Access Agreement to access GSUSA data system.

By signing this agreement, I acknowledge that I have read, understand and agree to all responsibilities and requirements listed in the Volunteer Support Coach Service Team Position Description. In addition, as a volunteer serving in a Service Team position, I understand that some of my work will involve access to information/ records that are considered confidential. I acknowledge my responsibility to respect the confidentiality of all volunteer and troop records, to follow council procedures in order to protect privacy and to act in a professional manner. I further understand that if I am found misusing confidential material or not protecting the privacy of others through my actions, I may be released from my position immediately.

SIGNATURE OF VOLUNTEER _____ DATE _____

PRINTED NAME _____ SERVICE UNIT _____

Thank you for your time and commitment!

THANK YOU for accepting this important position! The Volunteer Support Coach position is a vital role within the Service Unit. Your expertise, guidance and enthusiasm is needed to:

- » Create an atmosphere of support and appreciation for volunteers in the Service Unit;
- » Provide guidance to troop leaders;
- » Conduct meetings with new volunteers, and introduce them to the Service Unit;
- » Communicate the need for volunteer training offerings;
- » Be actively involved in Service Unit Leader Meetings.

We appreciate your time and dedication!

FULFILLING YOUR ROLE

WHO IS A SERVICE TEAM VOLUNTEER SUPPORT COACH?

The Service Team Volunteer Support Coach holds a critical role on the Service Team. They ensure that the New Leader or existing leader is provided with a support system that makes them feel welcomed, prepared, and want to continue their experience in Girl Scouting. It is critical that these new or existing leaders are given the tools and support to deliver an outstanding leadership program to the girls.

These nine qualifications are required for a Service Team Volunteer Support Coach to be successful:

1. Their personality is enthusiastic and positive. They understand and believe in the Girl Scout program and goals and is excited and engaged in sharing them with others. Their actions demonstrate their commitment to the Girl Scout Mission, Promise and Law.
2. They have the skills to interact well with volunteers of all racial, ethnic, cultural, and socioeconomic backgrounds and ability levels. They can tactfully encourage and guide volunteers to complete required coursework and enthusiastically recognize their accomplishments.
3. They ensure that leaders understand basic concepts of Girl Scouting and its program and help leaders interpret and follow GSUSA and GSACPC policies and standards.
4. They participate actively and regularly in Service Team meetings, Service Unit Meetings, and support the annual Service Unit Plan of Work.
5. Previous experience as a troop leader is highly recommended.
6. Knowledge of the Girl Scout program, resources and Service Unit and Council activities.
7. Good listening and verbal communication skills, as well as the ability to organize materials and accurately maintain records.
8. Completed training for position, including Getting Started for New Troop Leaders in gsLearn.
9. It is highly recommended that a coach offers to attend the first meeting/parent meeting of the New Leader.

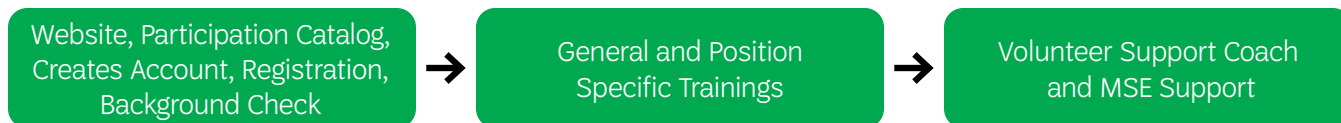
BEING A GUIDE TO NEW TROOP LEADERS

To support new leaders, you need to be familiar with the new leader experience, the onboarding process, and where to get help if needed. The steps a new volunteer experiences through the first year include:

- | | | |
|---------------|---------------|--|
| 1. Engagement | 3. Onboarding | 5. Follow Up (<i>See New Leader Contact Check List in Resources</i>) |
| 2. Placement | 4. Support | 6. Renewal |

Various staff and volunteer positions support each of these steps. Let's take a closer look at some of these steps.

NEW TROOP LEADER EXPERIENCE



Before Meeting with Girls

Getting Started Online Tutorial through gsLearn

Online tutorial about how to start a troop



In-Person or Virtual New Leader Welcome to Girl Scouts Training

Training specifically for new leaders to learn the heart of the Girl Scout Movement and tips on how to facilitate meetings

Troop Leader Basics

Working with Girl Scout Grade Levels

Training about grade specific programs and successful troop meetings utilizing troop governance while ensuring your troop is girl-led



Beyond the Meeting Place

Trainings about how to guide girls in planing fun, safe trips and activities outside your normal meeting place

ENGAGEMENT/RECRUITMENT

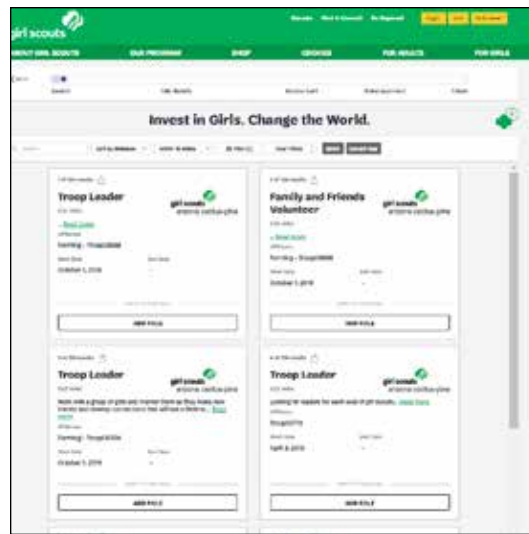
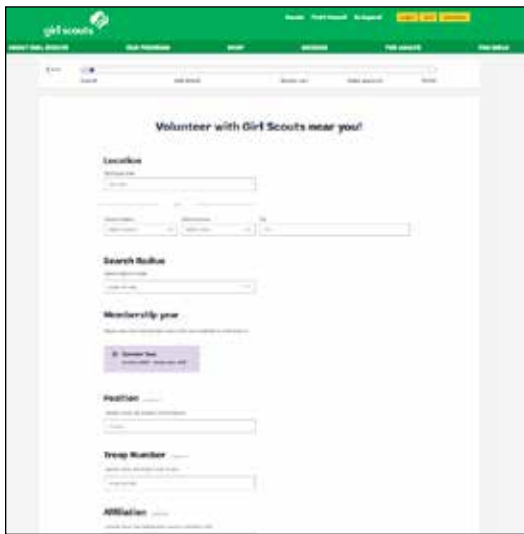
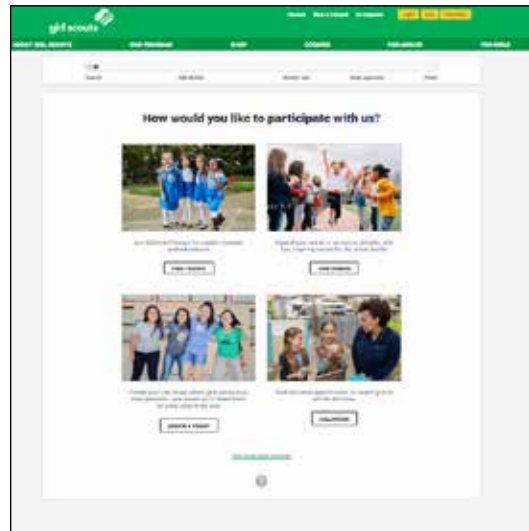
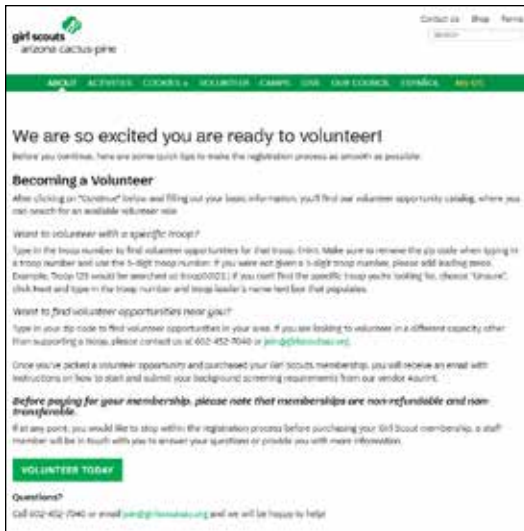
Once an adult has expressed interest in becoming a Girl Scout volunteer, they can [visit the website](#) to view the participation catalog. Once they select a volunteer opportunity they will be directed to create an account and complete their registration. If they would like more information about a specific volunteer opportunity in the participation catalog, they can select “*Read More*” in green and then “*Request More Information*” and a placement team member will contact the interested adult.

If the volunteer doesn’t have access to the internet, they can contact the council directly, usually by phone. When a paper interest form is submitted to the council office for follow up, it can take longer to get started.

At recruitment events, it is best to direct volunteers online to sign up. Having tablets or computers available at your event, makes it easy to register new troop leaders.

PLACEMENT

An interested adult volunteer can visit our participation catalog to view volunteer opportunities. They can either select a volunteer opportunity from the participation catalog or “*Become A General Member*” at the bottom of the page. If a volunteer select “*Become A General Member*”, a placement team member will review this, determine a solution, and contact the volunteer, if needed, to help them find a suitable opportunity.



For a recruitment night at the local school, there should be opportunities in the catalog for a Daisy troop, a Brownie troop, etc. Each opportunity will already have a troop number assigned by member placement. To create opportunities, contact Member Placement directly or partner with your MSE. Once the opportunity is created, it will be available to the public for both volunteers and girls to select.

You can have adults and girls register for the opportunity during your recruitment event or meet the teacher night. This eliminates paper interest forms and the possibility of losing girls and adults following a paper trail. After registration, the background check is completed. Once approved, their name is forwarded to the Onboarding Team.

FORMING A TROOP: Troops must have a minimum of two registered and approved Troop Leaders to be considered an active troop. If the two primary Troop Leaders are related or in the same household, then a third, unrelated Troop Leader is required.

ONBOARDING

There are two possible volunteer roles for troops: Troop Leader or Friends and Family.

Once a volunteer is approved as a Troop Leader, the onboarding team sends an email to the volunteer welcoming them to Girl Scouts. The email will also contain links to gsLearn for their online training.

The Volunteer Support Coach can identify new Troop Leaders in their Service Unit using Looker reports. Reports should be run often ensuring new Troop Leaders are contacted in a timely manner. Connect with your Member Support Executive if you have questions about using Looker reports.

Family and Friends volunteers are supported by the Troop Leaders. All Troop Leaders are supported by the Girl Scout Service Unit.

SUPPORTING TROOP LEADERS

SERVICE UNIT SUPPORT TEAM

The Service Unit Volunteer Support Team includes:

- » Volunteer Support Coach
- » Service Team
- » Membership Support Executive

This team is critical to the success of troop leaders. It is very important that the Volunteer Support Team ensures that leaders receive organized, consistent, and timely support.

For new leaders, the Volunteer Support Coach will be one of the first points of contact in your Service Unit. Plan to have a strategic way to welcome new leaders. Reach out and welcome them by phone or in person. Direct them to the online training resources and encourage them to register for a New Leader Welcome Class. Offer to provide an in-person “Service Unit Orientation” as well.

Be sure to supply them with a completed copy of the “My Volunteer Support Network” document in the Resources section of this manual. Encourage Troop Leaders to set up a Troop Troop Committee of Family and Friends Volunteers to support various Troop functions. See “My Girl Scout Troop” fillable form in Resources.

Introduce new leaders at your Service Unit meeting and connect them with sister volunteers. Some Service Units provide a start-up kit with a Girl’s Guide, a notebook set up for troop records, some basic craft supplies, or program ideas.

Connect new leaders with other key Service Team members:

- » Communications Specialist
- » Recruitment Manager
- » Finance Specialist
- » Product Sales

BE A COACH

- » This means not only answering questions, but providing formal or informal ongoing learning.
- » Be available to answer questions.
- » Organize a peer mentoring or Experienced Leader Friend (E.L.F.) program. See Resources section for more information.
- » Partner with your Service Team and other experienced volunteers in your Service Unit to provide ongoing information and support.
- » Provide Round Tables, mini trainings, or forums before or after your leader meetings during the year to support ongoing learning for new leaders.

VOLUNTEER TOOLKIT

GSUSA has provided all councils with a very useful tool, the Volunteer Toolkit (VTK). This toolkit enables troop leaders to drag and drop pre-planned meetings to create a troop Year Plan, saving troop leaders time and money. Here are six reasons to love the VTK:

1. **It's Everywhere** - as a digital resource volunteers can plan and prepare wherever their smartphone, tablet, laptop or computer are! Stuck in the waiting room at the doctor's office and need to email the troop a quick reminder not to forget their rain boots for Saturday's creek stomping trip? Pull out your smart phone, click on the My Troop tab and send out your reminder.
2. **It's Constantly Evolving** - GSUSA is continually updating content, adding functions and improving this tool based on feedback from the council and volunteers using this resource. As the years go by, more content will be added and features will be upgraded based on input from volunteers across the nation.
3. **It's Customizable** - K-5 troop leaders can choose from pre-populated year plans from the Year Plan Library or create your own customized plan by dragging and dropping meetings into your customized Year Plan. All leaders (K-12) can use the "Create Your Own" Year Plan to add custom activities, trips and council activities/events to their Year Plan.
4. **It Tracks Important Things** - Through the My Troop and Meeting Plan tabs you can keep track of who is registered in your troop, their meeting attendance and achievements, like badges and Journey awards, and their guardian's contact info. You can even keep track of your troop income and expenses on the Finance Tab.
5. **It Keeps Parents Informed** - Primary caregivers have the ability to view their girls' troop year. They will be able to see the Year Plan, Meeting Plan, and Finance Plan as well as a list of the other members of the troop (no contact info). For tech-savvy parents that means less need to call leaders to ask what's on the packing list for the annual camp out, when the next meeting is, or what the troop spent money on this year. It's a digital Girl Scout planner/calendar that instantly updates at the click of a button.
6. **It's Green** - This resource replaces the Girl's Guide to Girl Scouting and Journey books as the primary resource for badge and Journey requirements. While girls can still enjoy having their own copies of the books, volunteers will be able to find the content through this digital resource. Less books to buy, store and lug around with your troop materials!

As a member of the Service Team, the Volunteer Support Coach has Demo/SU Access to the VTK. This will allow you to see the VTK as a Troop Leader. This will enable you to easily answer questions and assist new Troop Leaders with learning the VTK. Check out the GSUSA Volunteer Toolkit - Demo/SU Access training in gsLearn.

LEADERS MEETINGS AND APPRECIATION

To be successful the Volunteer Support Coach must take an active part in the Service Unit and regularly attend Service Team and Leaders meetings.

When Troop Leaders regularly attend Leaders Meetings, they feel more informed, prepared and supported. One way to get more Leaders to attend is to provide small enrichment workshops/classes at the meeting. When people are receiving useful information, it makes it "worth their time" to attend. Keep an eye on the Council updates, newsletters, and Facebook pages for up-to-date and relevant information to share.

When volunteers receive regular acknowledgement, they feel more appreciated and more supported. This can be done in simple casual ways, or more formal annual awards. One way to quickly acknowledge a volunteer is to send a Peer Recognition through the GSACPC website. For a more formal recognition, collaborate with the Service Team Recognitions Coordinator on the Service Unit's end of the year celebration.

COMMUNICATIONS

It is important to know how each leader wants communication from you. Everyone is different. Establishing how to communicate with each new leader right from the beginning will prevent problems in the future. No matter the type of communication, YOU MAKE THE FIRST CONTACT!

Do you know how each generation prefers to communicate? The table below are just some examples. Please be sure to ask each leader how they prefer to communicate.

GENERATIONS	COMMUNICATIONS	MESSAGES THAT MOTIVATE
Matures <i>Prior to 1946</i>	Formal – Written	Your experience is respected
Boomers <i>1946-1964</i>	In Person	You are valued, you are needed
Gen X <i>1965-1980</i>	Direct and immediate, Email, Voicemail	Forget the rules. Do it your way
Nexters – Gen Y <i>1980-2000</i>	Text messaging Twitter Facebook	You will work with other bright, creative people.

Communicating by social media is becoming popular and is an acceptable way to communicate for adults as well as girls.

Remember the Internet is an open forum and its benefits of easy access and sharing of information can also attract those who would use that information to cause harm. Refer to the Girl Scout Safety Activity Checkpoint for “Computer/Online Use” for information regarding social media and computer safety.

Consistent communication with volunteers is just one way to be successful. Here are others:

- » Understand and support the Girl Scout mission, vision, and values
- » Promote the Girl Scout Leadership Experience
- » Provide timely and effective communication
- » Provide guidance; not directive
- » Be willing to invest time, energy, and personal know-how to assist the growth of another person
- » Be discreet and maintain confidences

ENGAGEMENT WITH NEW LEADERS

How do I engage new leaders?

Ideally, we would love to have each new leader attend the Service Unit leader meeting. However, today’s volunteers cannot always attend a monthly two-hour meeting. There are a variety of reasons that can prevent a leader from attending the Service Unit meetings. This does not mean she is not part of the Service Unit or not interested in staying connected.

It is best to meet with your new leaders and establish how you will communicate with each other for the first few months. Show leaders where to find the most current Service Unit and council information needed to lead girls through the Girl Scout Leadership Experience.

The contact sheets supplied in the resources section, cover the first three months and the topics you will want to discuss with a new leader. Some questions have resource references that you can use to help guide the new leader. You are their main Girl Scout support as they get to know the organization, their girls and other adult members.

Remember, some leaders may move through these steps at different rates and in different ways. Be sure not to hold them to unreasonable standards. The one place that we cannot compromise is with girls’ safety.

TIPS & REMINDERS

- » Remember your job is not to take the place of the Service Team, but to direct your assigned new leader to the correct team member as needed. Make them aware that there are many people to help. Ex: Adult Recognitions Coordinator, etc
- » You are a friend and a coach to the new leader. Make sure you do not make the leader feel bad if all the suggested items for a certain month are not met. Help make plans to accomplish them.
- » Contact the new leaders to remind them of the date, time and location of the Service Unit meeting. Stay with them at the Service Unit meetings to make sure they feel included. Try to listen through their ears and hear what is being discussed as if you were hearing it for the first time. Introduce them to people; draw them into conversations.
- » Help your leaders understand Girl Scout terms, Service Unit positions, information discussed at meetings, resources available to use and upcoming Girl Scout events.
- » Be helpful, but do not do the job for them. They will feel inadequate if you take over all the things that confuse or intimidate them.
- » If a real problem arises, support through solving it and contact a Service Team member if necessary. Any serious issues should be addressed by the Service Team Manager and/or Membership Support Executive.
- » Remember that new leaders may need you more the first month than the third, and as they continue to develop skills, take a step back a little more each month.

RESOURCES

There are a variety of resources available for Volunteer Support Coaches on our website – girlscoutsaz.org/service-team-resources.

**and THANK YOU for your dedication to
Girl Scouts and Girl Scouts–Arizona Cactus-Pine Council!**

Questions? Contact the Volunteer Support Team at volunteerlearning@girlscoutsaz.org.

NEW LEADER NAME _____

VOLUNTEER SUPPORT COACH NAME _____

SERVICE UNIT _____ TROOP # _____

DATE CONTACTED _____

NEW LEADER CHECK-IN LIST MONTH ONE

Discuss the following to help keep the new leader on track. Have they:

- Completed Getting Started for New Leaders in gsLearn
- Found an appropriate meeting place and time
- Held a parent meeting? Requested that parents volunteer to help with the troop by completing the 4 Her Promise which includes troop committee members list
- Confirmed that additional Troop Leaders and Family & Friends Volunteers have completed membership registration and background check
- Held a troop meeting
- Discussed with girls and parents troop participation in the Fall Product and Cookie sales
- Begun process to set up troop bank account (girlscoutsaz.org/banking)
- Understand that all receipts and bank statements need to be kept and used for finance report

Volunteer Support Coach to provide:

- Service Team member roster
- Contact information for Member Placement Team if additional girl members are needed and/or desired
- VTK overview, training, and support
- Review of [Troop Leader Blueprint resources](#) on GSACPC website
- Review of Leader's Guide to Success

NEXT SERVICE UNIT MEETING IS (date/time/location): _____

COMMENTS

NEW LEADER NAME _____

VOLUNTEER SUPPORT COACH NAME _____

SERVICE UNIT _____ **TROOP #** _____

DATE CONTACTED _____

NEW LEADER CHECK-IN LIST MONTH TWO

Discuss the following to help keep the new leader on track. Have they:

- Reviewed Volunteer Essentials, Safety Activity Checkpoints, and COVID-19 guidelines
- Made parents aware of Council service centers, shop location, and summer camp locations
- Begun girl planning with the troop to set goals for the year
- Set up their Year Plan in the VTK
- Assisted and encouraged troop to participate in the Council Product sales
- Do girls know:
 - » Girl Scout Promise
 - » Girl Scout Quiet Sign
 - » Girl Scout Sign
 - » Friendship Circle
 - » Girl Scout Handshake
 - » A Girl Scout song

Volunteer Support Coach has:

- Accomplished any unfinished check points from month one
- Invited new leader to Service Unit Leader meeting
- Introduced new leader to the Service Unit and Service Team members to learn about the various position responsibilities
- Ensured that new leader has all pertinent Council contact information including Customer Care, Member Placement, and Member Support Executive (MSE)
- Verified that new leader is aware and has visited GSACPC and GSUSA website resources
- Verified that new leader has joined GSACPC New Leader and Leader Facebook groups
- Verified that steps have been completed to set up troop bank account

NEXT SERVICE UNIT MEETING IS *(date/time/location)*: _____

COMMENTS

NEW LEADER NAME _____

VOLUNTEER SUPPORT COACH NAME _____

SERVICE UNIT _____ **TROOP #** _____

DATE CONTACTED _____

NEW LEADER CHECK-IN LIST MONTH THREE

Discuss the following to help keep the new leader on track. Have they:

- Attended a Service Unit Meeting
- Explained and planned Investiture and Rededication Ceremony with troop members, girls, and parents
- Appointment and registration of Troop Cookie Manager
- Appointment and registration of Troop Treasurer

Signed up or aware of:

- Service Unit events
- Council Sponsored program events on Activities Calendar
- Continued training and enrichment workshops in gsLearn

Volunteer Support Coach has:

- Accomplished any unfinished check points from month two
- Reviewed Troop Trip Application and Specific Event Permission Slip
- Reviewed Investiture and Rededication Ceremony
- Verified that troop bank account is set up

NEXT SERVICE UNIT MEETING IS *(date/time/location)*: _____

COMMENTS

My Girl Scout Council Girl Scouts–Arizona Cactus-Pine Council, Inc.

My Girl Scout Service Unit _____

SERVICE AREA SUPPORT

Volunteer Support Coach	name	phone
		email
Service Team Manager	name	phone
		email
Finance Specialist	name	phone
		email
Cookie Program Manager	name	phone
		email
Fall Product Manager	name	phone
		email
Communications Specialist	name	phone
		email
Facebook		
Shutterfly		

COUNCIL SUPPORT

Member Support Executive (Staff Liaison)	name	phone
		email
Membership Help Desk	name	phone 602.452.7040
		email
Customer Care Help Desk	name	phone 602.452.7030
		email reghelp@girlscoutsaz.org

COUNCIL OFFICE

119 E Coronado Road, Phoenix, AZ 85004
602.452.7030 or 800.352.6133
fax: 602.452.7100

girlscoutsaz.org

COUNCIL SHOP

1611 E Dobbins Road, Phoenix, AZ 85042
602.452.7137 or 800.352.6133, ext. 7137
shop@girlscoutsaz.org

Troop # _____ Program Level _____

FOR A LIST OF POTENTIAL TROOP MEMBERS – CONTACT:

name	phone
	email

Member Placement – 602-452-7040, reghelp@girlscoutsaz.org

MEETING INFORMATION

location _____ time _____

day _____ weekly bi-weekly monthly other _____

TROOP LEADERS

name	phone
	email
name	phone
	email
name	phone
	email

TROOP COMMITTEE MEMBERS

Cookie Manager <i>completes cookie program training, manages financial records, attends meetings to train girls, meets sales deadlines</i>	name	phone
		email
Fall Product Manager <i>completes cookie program training, manages financial records, attends meetings to train girls, meets sales deadlines</i>	name	phone
		email
Troop Treasurer <i>is a signer on troop bank account, utilizes and maintains Troop Finance Report</i>	name	phone
		email
Troop First Aider <i>take or have First Aid training and accompany troop on outings</i>	name	phone
		email
Troop Camper <i>completes appropriate Council Troop Camp Certification training, attends troop meetings to train girls for outdoor camping, and attends troop camping events.</i>	name	phone
		email

MY GIRL SCOUT TROOP

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WHAT IS AN EXPERIENCED LEADER FRIEND (E.L.F.)?

- » An E.L.F. is a registered adult Girl Scout volunteer who has had one or more years of experience as a Troop Leader.
- » An E.L.F. has a desire to help, a willingness to care, and a bit of time to share with a new leader.
- » An E.L.F. supports a new leader through telephone calls, e-mails and postcards.

E.L.F. STEPS

STEP 1 – FIRST CHAT

New leader names and contact information are provided to the E.L.F. by the Service Unit Volunteer Support Coach after the VSC has provided the first three months of support. The E.L.F. makes direct contact to welcome the leader, see how they are doing in their new role, and if they have any questions. Phone contact is preferred followed by the first email or postcard to follow up. Verifying the contact information, the E.L.F. assures the leader that they will keep in touch.

STEP 2 – CORRESPOND

Support is provided to the new leader through encouraging emails from the E.L.F.

Email templates are furnished and new topics are provided periodically throughout the membership year. Alternate contact methods – i.e. postcards are available for volunteers without access to email.

The topics include:

- » E.L.F. Contact Information
- » Service Unit Meeting Invitation
- » Volunteer Support Network
- » Call with questions
- » Half Way There
- » Info Great Idea
- » Girl Scout Leader Day
- » Finance Report
- » Congratulations

STEP 3 – ENCOURAGE

Towards the end of the membership year, personal contact is made once again by the E.L.F. Encouragement is offered to begin thinking about the next membership year and remind the leader that help is only a call or a click away through the Circle of Support.

E.L.F. FREQUENTLY ASKED QUESTIONS

Why become an ELF?

Remember when you first became a leader? You probably had many questions and might have even felt confused about who to talk to and how to do everything! Did you feel nervous attending your first Leader Meeting; afraid you might not know anyone there? Well you were not alone. Most people feel a little unsure when they begin something new. New leaders are asking to be partnered with experienced leaders for at least the first year.

I have been leaving messages, but the leader has not responded. What do I do?

Try calling at different times of the day or evening or on a different day of the week. Try texting or sending an email if phone messages aren't working. If there is no response, send her a postcard. Let the Service Team know you are having trouble contacting the leader.

The leader has asked me questions I don't know how to answer. What should I do?

You are not expected to know all the answers. It is better to let the new leader know that you do not know the answer than to answer it incorrectly. Give the leader the name and number of the appropriate person on the Service Team to answer the question. Customer Care representatives are available to answer questions at the council office – reghelp@girlscoutsaz.org.

The leader has brought up a sensitive issue or a challenging situation about an adult or a girl in the troop. What should I do?

Encourage the leader to contact the Service Team and discuss the situation. Part of their job is to help with sensitive issues and challenging situations. Confidentiality is important.

The new leader calls all the time and it feels as though I am spending more time than I thought would be necessary. What do I do?

Gently remind the leader of all the resources in the Volunteer Support Network. She will need to call on those as situations arise throughout her career as a Girl Scout Leader. If more intense help is needed, let the Service Team know so that they can assign a mentor.

E.L.F. EMAIL TEMPLATES

Subject: A message from your Girl Scout ELF

WELCOME TO THE SERVICE UNIT

Hello _____,

Welcome to our Girl Scout Service Unit!

I'm your Experienced Leader Friend, better known as: E.L.F. I'm here to answer questions and help you get your Girl Scout Troop up and running. Not quite sure of something? Please contact me!

Yours in Girl Scouting,

[your name]
[phone] | [email]

SU LEADER MEETING REMINDER

Hello _____,

The Girl Scout Service Unit Leader Meeting is coming soon. You will want to attend:

- » **when:** [date / time]
- » **where:** [location]

See you there! Contact me if you need directions or a ride.

Yours in Girl Scouting,

[your name]
[phone] | [email]

QUESTIONS?

Hi _____,

Questions? Of course you have questions!

Now that you are getting started, I'm sure that you have a few questions. Let's chat.

Yours in Girl Scouting,

[your name]
[phone] | [email]

HALF WAY THERE

Hi _____,

Woo hoo! You're half way through your first year! Let's catch up.

Yours in Girl Scouting,

[your name]

[phone] | [email]

IDEAS TO SHARE

Hi _____,

I've got great ideas to share! Let's get together.

Yours in Girl Scouting,

[your name]

[phone] | [email]

HAPPY LEADER'S DAY

Hi _____,

Happy Girl Scout Leader's Day! You are awesome!

Thank for do so much to make a difference in the lives of girls.

Yours in Girl Scouting,

[your name]

[phone] | [email]

ANNUAL FINANCE REPORT REMINDER

Hi _____,

The Annual Troop Finance Report is due June 30.

Need help? I'm here for you.

Yours in Girl Scouting,

[your name]

[phone] | [email]

DON'T FORGET TO HAVE FUN

Hi _____,

Don't forget to have some fun!

Enjoy the girls! Enjoy the adventure!

Yours in Girl Scouting,

[your name]

[phone] | [email]

HOW IS YOUR TROOP DOING?

Hi _____,

I've been wondering how your Girl Scout Troop is doing. Let's catch up.

Yours in Girl Scouting,

[your name]

[phone] | [email]

CONGRATULATIONS!

Hi _____,

Your troop made it through the year! Take time to savor those special moments.

Yours in Girl Scouting,

[your name]

[phone] | [email]