



**VOLUNTEER POSITION DESCRIPTION  
SERVICE UNIT PROGRAM MANAGER**

**SUMMARY:** The Service Unit Program Manager is responsible for providing support and mentorship for unit volunteers. Working with a group of service unit volunteers, the Service Unit Program Manager oversees the organization of events, community service, skill-building opportunities, and trainings to prepare troops and volunteers to conduct activities and events. The Service Unit Program Manager cultivates and maintains relationships with community partners and works collaboratively with other Service Unit Leads and council staff.

**TERM OF APPOINTMENT:** The Service Unit Program Manager is appointed for a term of one program year but may be eligible for reappointment.

**ACCOUNTABILITY:** The Service Unit Program Manager is accountable to the Membership Manager.

- RESPONSIBILITIES:**
- Work in partnership with the membership manager to develop a plan to achieve the goals that have been set in accordance with the council’s overall strategic objectives and to coordinate and support the overall efforts of the area’s administrative team.
  - Provide oversight of trainings to prepare troops and volunteers for leading events and maintaining historical knowledge of units past events.
  - Collaborate with council program, strategies and engagement team to create logistics for local Girl Scout programming including events, camporee and/or day camps.
  - Identify opportunities for girls to engage in community service in local community.
  - Remain informed of the current GSLE program and ensure volunteers receive the necessary support and resources to understand and successfully deliver the GSLE to girls.
  - Work in partnership with other service unit leads to plan and help deliver area/service unit and administrative team meetings to ensure the distribution of resources, training and networking needs of the area are met.
  - Support, encourage and promote the efforts of other administrative team members to ensure program opportunities, trainings, events, recognitions and other initiatives are successful.
  - Remain informed about and comply with all current policies, procedures and guidelines (*Volunteer Essentials* and *Safety Activity Checkpoints*) of GS-NCCP and GSUSA.

**QUALIFICATIONS AND CORE COMPETENCIES:**

**Girl-led Focus:** Empower, encourage, and guide girls and volunteers to understand Girl Scouts’ girl-led, learn-by-doing and cooperative approach to developing a girl’s leadership skills.

**Personal Integrity:** Serve as a role model for volunteers guided by the Girl Scout Mission, Promise and Law - modeling reliability, dependability, honesty, credibility, respect for others, respect for self, inclusivity, positivity and a spirit of collaboration.

**Adaptability:** Adjust, modify own behavior and remain flexible and tolerant in response to changing situations and environments.

**Oral Communication:** Practice positive communication skills and express ideas clearly and accurately.

**Foster Diversity:** Understand, respect and embrace individual differences.

**Additional Requirements:**

- Registered member of GSUSA and a valid background check.
- Completion of any required training assigned and provided by GS-NCCP and GSUSA.
- Email, internet, and texting capabilities for consistent and effective communication, document sharing and research.

I accept the volunteer position responsibilities and will adhere to the qualifications listed above for the term of appointment unless my volunteer service is terminated earlier by the council in its sole discretion. I agree and understand that during my appointment as a volunteer of GS-NCCP that I am volunteering and I am not entitled to any payment or compensation for the services which I render to GS-NCCP or on GS-NCCP’s behalf and I further understand that by serving in this volunteer position I am not an employee or an independent contractor of GS-NCCP.

Service Unit Program Manager Name: \_\_\_\_\_  
Date: \_\_\_\_\_ County/Service Unit: \_\_\_\_\_