

Service Unit Manager Position Orientation



Webinar How To:

Mute/Unmute



Raise Hand



Audio

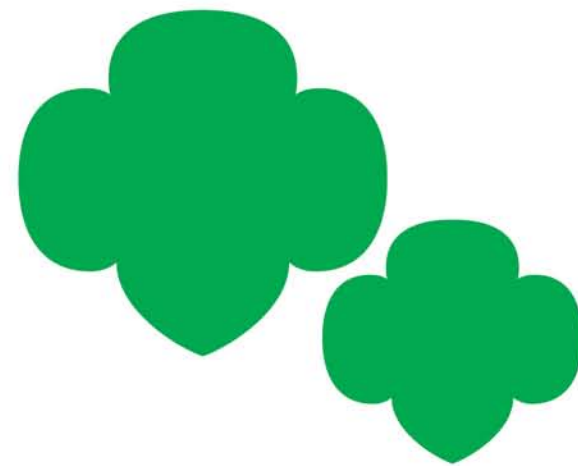


Questions

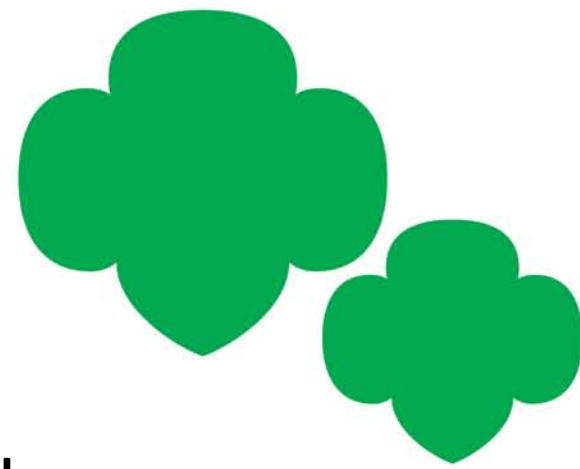


The screenshot shows the GoToWebinar interface with the following elements:

- Attendee List (7 | Max 101):** A table with 6 attendees listed alphabetically: Kay Chilson, Linda harmon, lynn m-c, Sandra Hardy, and Tracy Jackson.
- Audio:** Telephone is selected. Dial: +1 (914) 339-0030, Access Code: 995-139-673, Audio PIN: 14. A red box contains the text: "If you're already on the call, press #14# now." A link "Problem dialing in?" is below it.
- Questions:** A text input field with the placeholder "[Enter a question for staff]".
- Footer:** EOA Curriculum Review, Webinar ID: 137-537-579, GoToWebinar logo.



Special Thank You to the Service Unit
Team Support Go Team:



Cassandra Alexander

Debbie Fountain

Heather Hetrick

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Kate Knight

Katie Jimenez

Laura Gordon

Liisa Froggatt

Linda Harmon

Liz Miller

Lynda Misiak

Lynn Mack-Costello

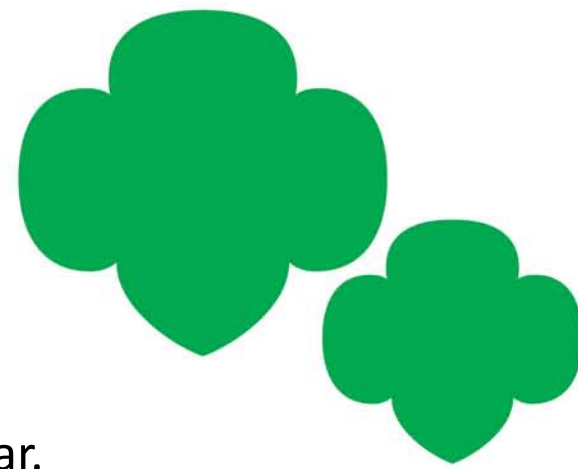
Sylvia Wikle

Tammie Scott

Yvonne Scheller



Service Unit Manager



Welcome to the Girl Scouts of Greater Los Angeles' Girl Scout Service Unit Manager Orientation. This orientation prepares a Girl Scout volunteer to lead a Service Unit through a Girl Scout year.

For this orientation, you will need to print the *Service Unit Manager Workbook*

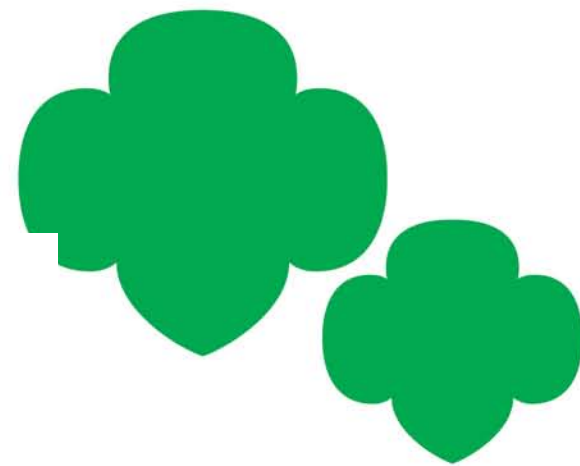
When finished, you will be able to:

- Describe the role of a Service Unit Manager
- Explain the relationship between the Service Unit Manager, the Service Unit Team and the council
- Identify strategies for leading a Service Unit



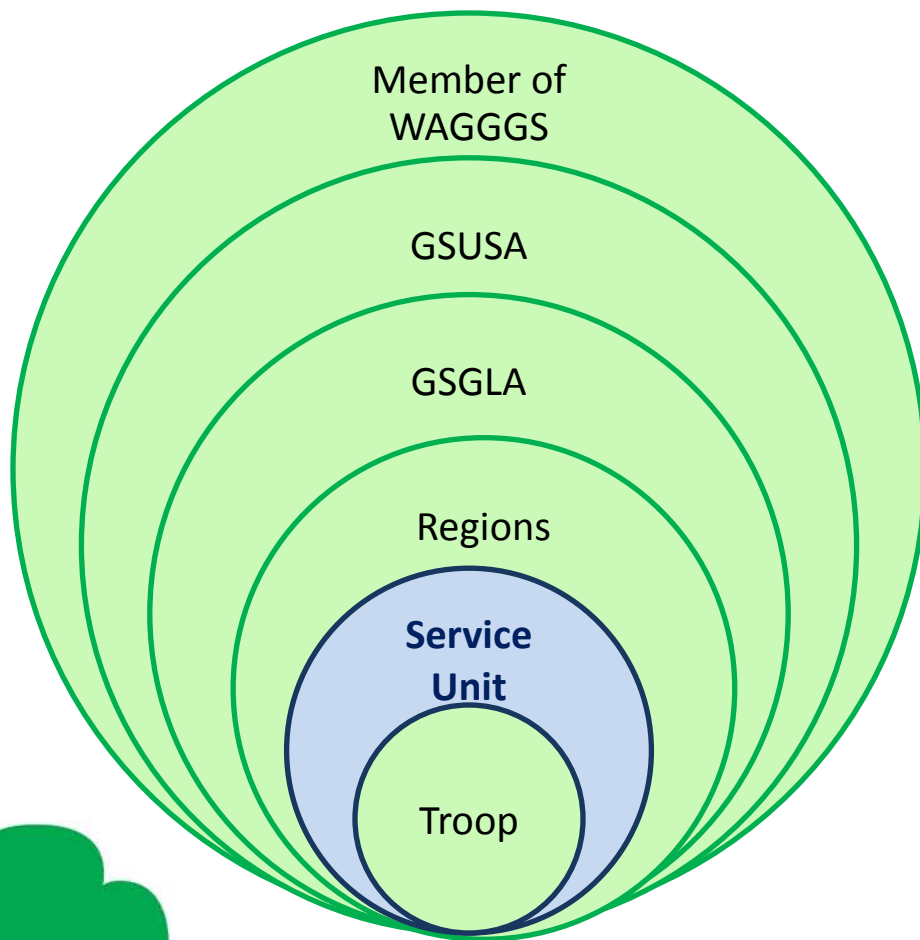
Service Unit

When you first joined Girl Scouts, you were welcomed by a team of volunteers and became a part of a Service Unit. The Service Unit is an important link between the Council and troops.



The role of the Service Unit is to:

- Form troops, recruit and place girls and adults
- Support volunteers in the on-boarding process
- Provide on going assistance to existing troops and other pathways.
- Celebrate and recognize volunteers



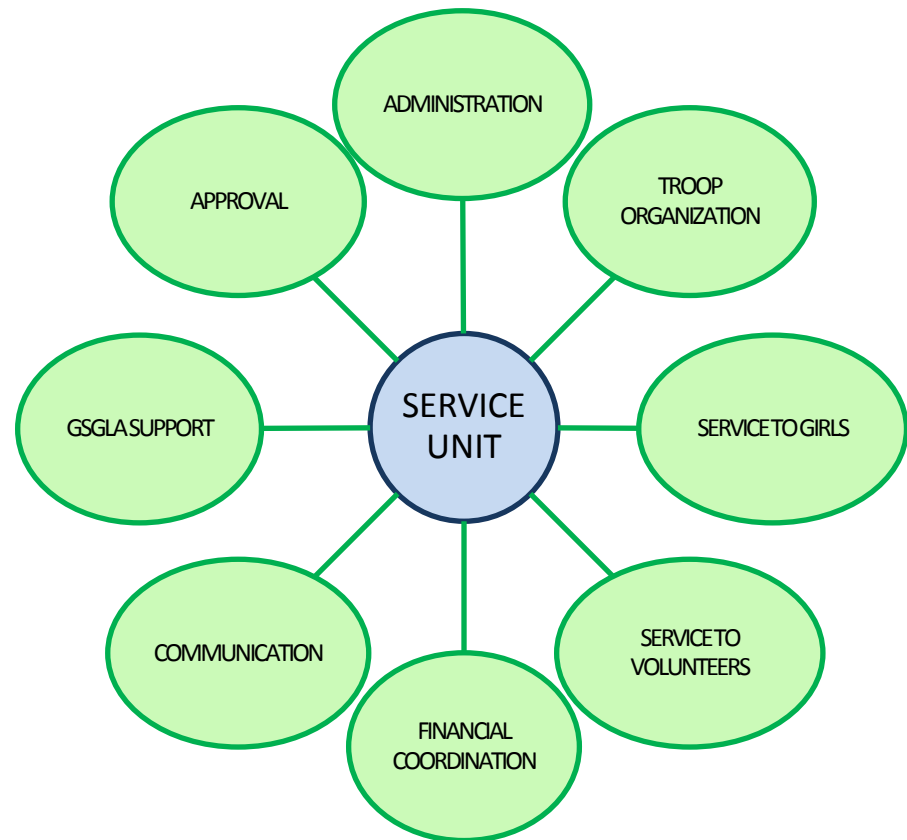
Service Unit Responsibilities and Functions

The Service Unit is delegated responsibility to organize and service Girl Scout troops/groups and girls within its boundary. Girl Scout *Pathways* are the way girls and adults participate in Girl Scouting.

Girl Scout Pathways



Service Unit Responsibilities and Functions



Service Unit Team

Do you remember what it was like when you attended your first Service Unit Leader meeting? Wouldn't it have been easier if there was someone there you knew who could introduce you and explain the ins and outs? As a Service Unit Manager, you set the atmosphere for your Service Unit.



- Go to the Service Unit Managers Meetings to find out the latest happenings.
- Pay close attention to all the information you receive from GSGLA e-newsletter. It has helpful information to share.

Providing a Welcoming Service Unit

Dear Service Unit,

It amuses me to think that your organization spends so much time looking for new members when I was there all the time. Do you remember me?

I'm the person who came to every meeting, but nobody paid any attention to me. I tried several times to be friendly, but everyone seemed to have her own friends to talk to and sit with. I sat down among some unfamiliar faces several times, but they didn't pay much attention to me. I hoped someone would ask me to join one of the committees or somehow participate and contribute – but no one did.

Finally, because of illness, I missed a meeting. The next month, no one asked me where I had been. I guess it didn't matter very much whether I was there or not. On the next meeting date, I decided to stay home and watch a good television program. When I attended the next meeting, no one asked me where I was the month before.

You might say that I'm a good person. I have a good family and love my community. You know who else I am?

I'm the volunteer who never came back.

Communication

It's important to know how each volunteer wants communication. Everyone is different ~ establishing how to communicate with each volunteer from the beginning will prevent problems in the future.

Do you know how each generation communicates?

Generations	Communications	Messages that Motivate
<i>The Greatest Generation</i> Prior to 1945	Formal - written	Your experience is respected
<i>Boomers</i> 1946 - 1964	In person	You are valued, you are needed
<i>Gen X</i> 1965 - 1980	Direct and immediate E-mail Voice Mail	Forget the rules. Do it your way.
<i>Nexters – Gen Y</i> 1980 - 2000	Text messaging Twitter Facebook	You will work with other bright, creative people.

Communication

The term “social media” refers to tools that allow the sharing of information and creation of communities through networks or people. It is a method to have two way conversations online. Some of the most common types of social media include:

- Networking sites (Facebook)
- Microblogging sites (Twitter)
- Forums (Shutterfly, Google group)
- Blogs
- Content-sharing service (YouTube)

Ask leaders and volunteers:

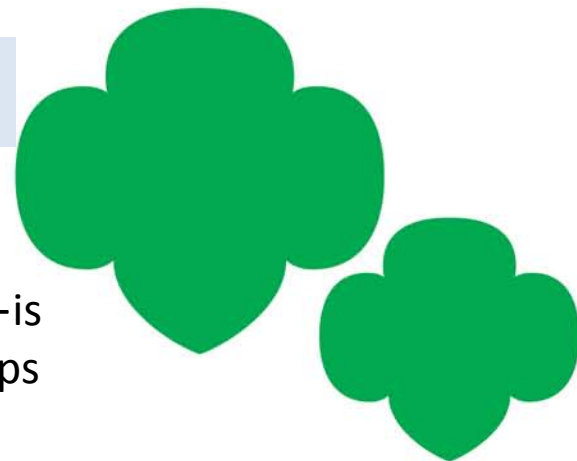
- How would you like me to communicate with you?
- How often should we communicate? (keep in mind there are certain things that come up at specific times)

Consistent communication with leaders and volunteers is just one way you will 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 feedback
- Provide guidance; not directive.
- Be open to new ideas and ways of thinking
- Be willing to invest time, energy, and personal know-how to assist the growth of another person
- Maintain confidences

Promoting the Girl Scout Leadership Experience

Everything we do is aimed at helping each girl develop her own unique leadership skills. The Girl Scout program—what girls do in Girl Scouting—is based on the Girl Scout Leadership Experience, a national model that helps girls become leaders in their own lives and as they grow.



Using the Girl Scout Leadership Experience as our guide:

- Activities are designed to give girls the opportunity to **DISCOVER** themselves, **CONNECT** with others, and **TAKE ACTION** to make the world a better place.
- Activities are **GIRL-LED**, which give the girls the opportunity to **LEARN BY DOING** in a **COOPERATIVE LEARNING** environment.

Implementing the Girl Scout Leadership Experience:

- **Girls First** – Build a team relationship. Allow girls to benefit from adult guidance and mentoring.
- **Girl Choice** – with younger girls, use girl choice.
- **Journeys & Badges** – Use *Journey* and *Girls Guide to Girl Scouting* to facilitate girl development. Use the *Adult Journey Guide*.
- **Feedback** – Solicit girl and parent feedback. Everyone's feedback counts.
- **Team Work** – Work with younger/older troops to help facilitate bridging requirements and girl development. Requirements are found in *Girls Guide to Girl Scouting*.



Service Unit Manager Position Description

Summary: Overseeing and managing a service unit

Term: October 1 through September 30 as a 3 year term

Accountable to: Membership Specialist and Membership Manager

CORE COMPETENCIES

- Girl Focused
- Demonstrates personal integrity
- Demonstrates adaptability
- Demonstrates effective oral communication
- Fosters Diversity
- Demonstrates adequate computer skills
- Additional requirements
 - Good standing with GSGLA
 - Belief in the purpose of Girl Scouting
 - Knowledge of goals, objectives, policies of GSGLA
 - Familiar with service unit
 - Team player
 - Communicate effectively
 - Respect decisions made
 - Commitment and time
 - Planning, organizing, supervisory skills



Service Unit Manager Position Description

SERVICE UNIT MANAGER RESPONSIBILITIES

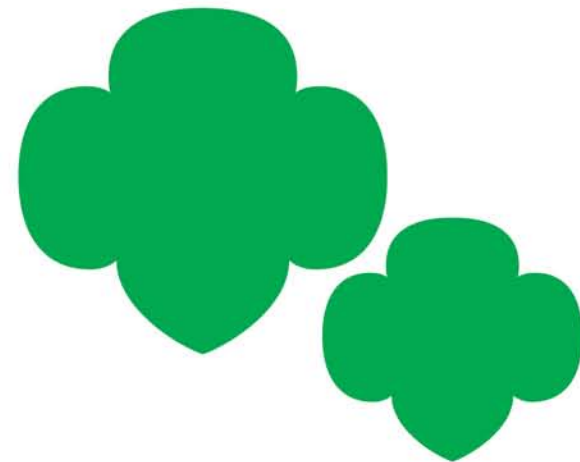
To the Service Unit:

- Plans, organizes, directs, and approves the work of the service unit
- Recruits members of the service unit team
- Completes service unit goal setting
- Plans agendas and conducts Service Unit Team and Service Unit Leader meetings
- Ensures girls are recruited, placed in troops, and registered
- Ensures service unit volunteers are recognized

To the Council:

- Ensure service unit is represented at council meetings and events
- Works closely with membership staff
- Attends Service Unit Managers meetings and other meetings as needed
- Supports council fundraising efforts

As a Service Unit Manager ...



You will set the atmosphere of the Service Unit. You will work with the Service Unit Team, leaders, and other volunteers in planning, directing, and organizing the work of the Service Unit.

Share...

your knowledge and past experiences with your service unit

Encourage...

volunteers when they have moments of doubt

Guide...

volunteers in promoting a high-quality Girl Scout program in a safe setting

Create...

a friendly, welcoming atmosphere for your service unit

Challenge...

volunteers to identify their strengths and interests to help girls lead

Inspire...

volunteers to become successful in Girl Scouting

Take Action...

with your Service Unit Team



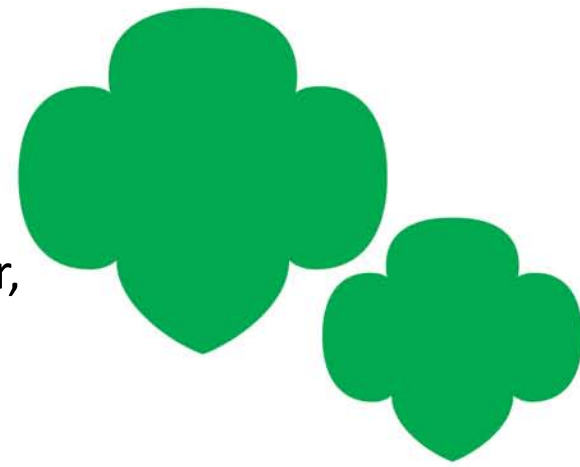
As a Service Unit Manager – Your Service Unit Team

When recruiting your Service Unit Team members, select those who will promote healthy communication and be a role model to troops, leaders, and girls.

- Recruit your Service Unit Team
- Service Unit Team Positions
- With your Service Unit Team



As a Service Unit Manager - Plan of Work



One of the first items on your to do list as a Service Unit Manager, is to work with your Service Unit Team and your Membership Specialist to prepare your Service Unit Plan of Work.

The Plan of Work is a guide for what the Service Unit Team has accomplished in the past year and plans to accomplish in the upcoming membership year.

Items on the list include:

- Service Unit Membership Goals
- Girl Recruitment
- Volunteer Support and Retention
- Reaching out to lapsed girls and adults
- Communication
- Product Sales
- Finances
- Program

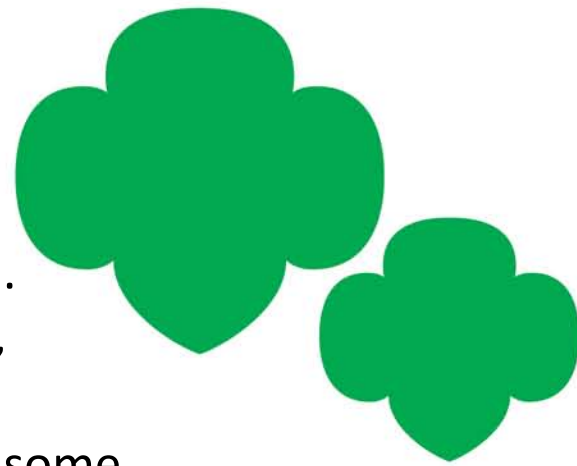


As a Service Unit Manager - Approving

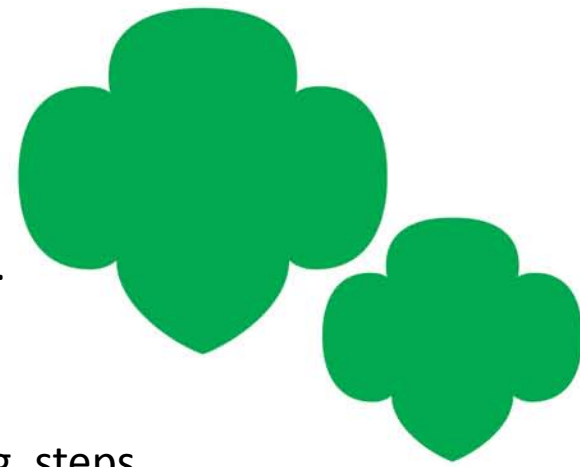
An ongoing responsibility of the Service Unit Manager is approval. While approving is the responsibility of the Service Unit Manager, she/he may delegate the responsibility to a Service Unit Team designee. Additional approval by the council may be needed for some activities.

Your approval is needed for the following activities:

- Service Unit Events
- Troop camping
- Troop travel
- Troops to participate in money-earning activities
- Intent to charter a bus
- Intent to conduct saddle animal activities
- Year-End financial report
- Troop Disband notice



As a Service Unit Manager – Recruiting



Growth in the Girl Scout movement depends upon ongoing recruitment. Girl Scouting would cease to exist without the recruitment of girls and adults and the organization of new troops / groups.

All adults volunteering in Girl Scouting need to be cleared. The on-boarding steps are:

1. Complete Online Application and Criminal Background Check
2. Attend a Welcome Session and Council Orientation
3. View Girl Scouting 101 on-line
4. Attend Additional Learning Opportunities

As a Service Unit Manager – Retention

Retention happens when leaders and girls are:

- Engaged in the activity
- Have the opportunity to explore new interests
- Able to develop leadership skills
- Feel valued
- Are supported



As a Service Unit Manager - Meetings

As a Service Unit Manager, you are responsible for attending SUM meetings, GSGLA council meetings, and Service Unit Team Training. Also you are responsible for planning Service Unit Leader and Service Unit Team meetings.

Begin with...

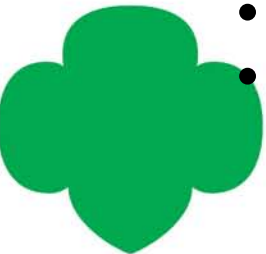
- Your meeting's purpose
- Secure a location
- Schedule and plan your Meeting
- Create an agenda

Add...

- Welcoming environment
- Catchy title or theme
- Something leaders can share with the girls
- A 10 min. mini-training
- Manage the atmosphere if necessary

End with...

- Volunteers who come to meetings
- Volunteer retention

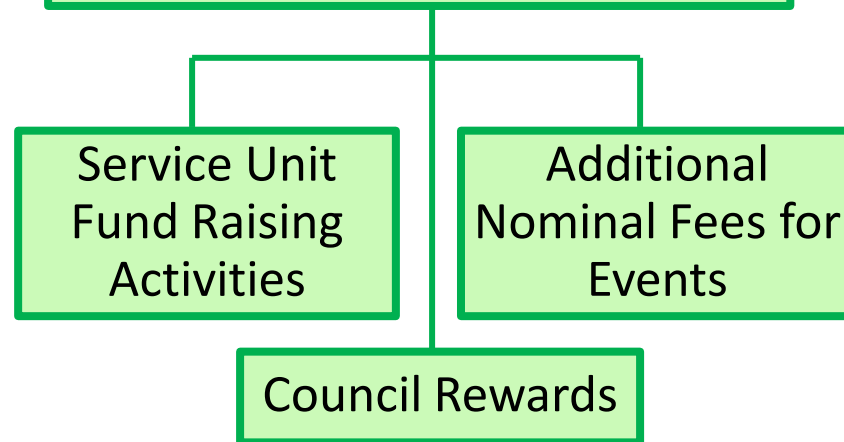


As a Service Unit Manager - Managing Finances

Service Unit

- Maintains Service Unit financial records
- Sees funds are distributed properly and budgets are prepared for Service Unit activities
- Manages financial records for independent girls in service unit

Main Funding Sources



Service Unit Bank Account

- All service units must have a bank account
- Opened in the name of "Girl Scouts of Greater Los Angeles (Service Unit name)"

Complete annual finance report

As a Service Unit Manager - Managing Finances

Troops

- Oversees all troop bank accounts
- Collects and reviews troop finance reports
- Assists with splitting of troop funds
- Handles disbanded troop funds

Troop/Group Money

- Money is earned for the troop and is not to be retained by individuals
- If a girl moves to a new troop, troop funds may be transferred to the new troop
- Troops/Groups that disband are required to submit a finance report along with funds and troop equipment to the Service Unit Manager



Troop Bank Accounts

- All troops must have a bank account
- Open in the name of “Girl Scouts of Greater Los Angeles Troop (#)”
- Complete annual finance report

As a Service Unit Manager - Money Earning

There are a few specific guidelines that ensure all money earning is conducted with legal and financial integrity. Service units and troops may not fund raise for other organizations but can donate funds from their treasury.

Service Units

- May do fund raising to cover operating expenses of the service unit
- Must be approved by Membership Specialist

Sponsorships

- Employer matching gift
- Employee volunteer hours
- Other donations

Troops

- Money earning activities cannot take place during the bothing period of council sponsored product sales
- All money earning must be approved by the Service Unit or designee and the Membership Specialist
- Number of extra money earning activities may not exceed what is needed

NO raffles, lotteries,
or games of chance

NO direct
solicitation of cash

NO product
demonstration
parties

As a Service Unit Manager - Recognitions



Recognizing Adults

GSGLA holds a recognition ceremony in conjunction with the annual meeting



Bronze
Award



Silver
Award



Gold
Award

Recognizing Girls

Highest awards girls can earn in their level

Tools

A very important part of what you do is to help leaders with resources and learning opportunities. Become very familiar with everything on our website. Here are some links to get you started:

Website:

Adult Learning
Become a Leader or Volunteer
Cool Tools
Family Partnership
Forms
On-line Event Calendar
Personify/eBiz
Pixie List – GSGLA classifieds
Registration information
Safety Activity Checkpoints
Volunteer Essentials
Volunteer of The Month

Your most important resources:

Volunteer Essentials

- Troop finance information
- Activities needing approval
- Council Policies
- Adult Learning requirements
- Journeys and badges
- Planning a girl-led environment

Safety Activity Checkpoints

When preparing for any activity with girls, leaders should always begin with Girl Scout Safety Activity Checkpoints written about that particular activity.

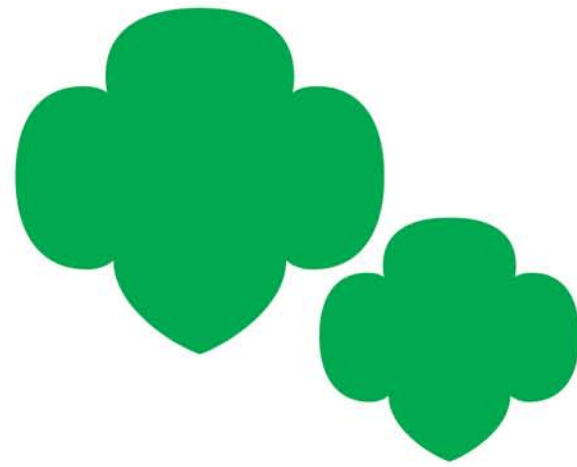
Tips

MANAGING APPROACHES

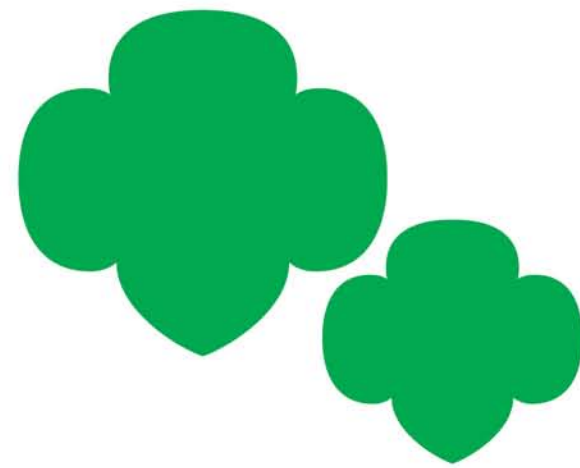
WORKING WITH LEADERS AND VOLUNTEERS

EBIZ TUTORIAL

WHAT I NEED TO TAKE....



***GSGLA Go Teams
in Cooperation With Council Staff
Invite Service Unit Team Members to:***



**Service Unit Team
Position Orientations**

All position orientations will run 6:30 p.m. to 8:30 p.m.

Sept. 10: Service Unit Recruiter

Sept. 12: Service Unit Troop Consultant

Sept. 17: Service Unit Registrar

Sept. 19: Service Unit Treasurer

Oct. 1: Service Unit Cookie Chair

Oct. 3: Service Unit Cookie Mentor

Oct. 8: Mediator Squad Rep (Dispute Resolution Team Member)



Go Teams

goteams@girlscoutsla.org

Adult
Recognitions

Kristine Wiscarson

Girlltopia
Volunteers

Communications
Cindy Bernsdorf

Dispute
Resolution
Kristine Wiscarson

Travel
Tammie Scott

Gold Award
Lynn Mack Costello

Special Events &
Troop Money Earning
Debie Wakeland

Troop
Support

Service Unit
Support
**Yvonne
Schueller**

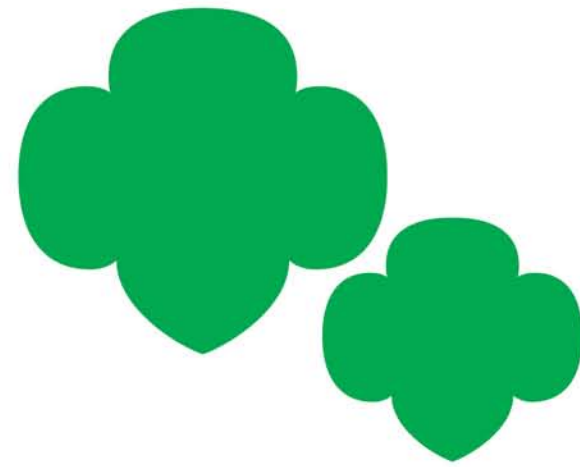
Business
Smarts
(Cookie Program)
Teri Proffitt

Environment
and Outdoor
Adventure
**Sandra
Hardy**

Wellness and
Healthy
Living (1st
Aid/CPR)
Julie Miller

Adult Educator Support
Lynn Mack Costello

Curriculum
Linda Harmon



Congratulations!

You have completed

Service Unit Manager Orientation

