

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 through service unit events and product programs.

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; volunteers to oversee logistics for local Girl Scout programming including product programs, events, and/or camporee
- 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 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.
- 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
- Openly communicate with Membership Manager 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
- 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 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