

Service Unit Director

Volunteer Position Description

When you see the whole, your part makes sense.

As a Service Unit Director (SUD), you will work with Girl Scouts of North East Ohio (GSNEO) and local peers to create a fun and positive environment for Girl Scouts in your community. You'll help plan activities, support volunteers, and make sure everyone feels valued and involved. It's a rewarding role that makes a big difference in the lives of Girl Scouts in your community.

Alone we can do so little; together we can do so much!

You'll get support from the Volunteer Support & Services Department. You'll also work with other staff from different teams like Customer Care, Membership Recruitment, Girl Experience, and Product Program. Successful SUD's work with a group of local volunteers to create a Service Unit Team (SUT) to help support troops in a set geographic area.

Know your role. Rock your role.

- **Create a Welcoming Atmosphere:** Make sure everyone feels included and happy within the Service Unit (SU). Get new volunteers and Girl Scouts to join. With troops and volunteers plan fun local events to keep everyone interested.
- **Lead & Support the Team:** Find and pick good people to help with the team. Give them support and cheer them on. Work together to follow the team's plans.
- **Communicate:** Share information with council, service team, troops, volunteers, families, and girls. Use meetings to plan and discuss activities.
- **Share Progress:** Talk about challenges, successes, and progress with GSNEO staff.
- **Stay Informed:** Attend some GSNEO SUT meetings and read the SUT newsletter to stay updated.
- **Protect Resources:** Help watch over the team's resources (money & equipment) with the team treasurer. Make sure the yearly money report is turned in for the SUT and help troops do the same.
- **Promote Girl Scouts:** Find and support people to help with activities. Build partnerships with community organizations and leaders who support the empowerment of girls.

Grow your skills, grow your future.

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| • Supervising Volunteers | • Public Speaking |
| • Public Relations & Social Media | • Facilitating Effective Meetings |
| • Training & Development | • Developing Meeting Agendas |
| • Team Building | |

Great work starts with clear expectations.

- **Follow the Rules:** Comply with GSUSA Policies, Standards and Guidelines, Volunteer Essentials, Safety Activity Checkpoints, GSNEO Bylaws, and GSNEO Volunteer Policies.
- **Membership & Safety:** Be a current GSUSA member and pass the volunteer screening process, to help keep girls and volunteers safe. Volunteers with Administrative or Finance restriction(s) are unable to hold this role.
- **Communication:** Volunteers in this role need to be able to send and receive messages through email, text, or social media and agree to receive emails and texts from GSNEO and GSUSA.
- **Renewal:** This role is reviewed every year and can be renewed if both the volunteer and council staff agree.
- **Time Expectations:** Medium commitment: 4-14 hours per month all year.
- **Training:** Complete required Service Team Training (through the gsLearn online platform) and consider additional leadership development courses.
- By taking this volunteer position with Girl Scouts of North East Ohio, I promise to follow the Girl Scout Promise and Law. I will keep all Girl Scouts information about members, volunteers, and staff private and respectful.