

Service Unit Director

Summary

Service Unit Director is key to helping girls find success in the Girl Scout program, according to our council purpose.

Term of Appointment

The Service Unit Director is a minimum two-year commitment and is renewable for two additional consecutive terms, for up to six years of service.

The Girl Scouts of Utah Council, in conjunction with the Service Unit Team, will perform an annual evaluation of each Service Unit Team member.ⁱ

Support Team

- Service Unit Team
- Girl Scouts of Utah Council Staff
- Girl Scouts of Utah Executive Team
- Member Support for immediate issues at info@gsutah.org or 801-265-8472

Required Training

- Annual Leadership Summit

Responsibilities

Participate in and Guide the Service Unit Team

- With the guidance of the Vice President of Membership and the support of the Service Unit Team, establish the Service Unit annual plan and annual goals to support the Girl Scout movement, strategy, and local council goals.
- In partnership with Council staff, develop measureable goals for the member year as outlined in the Council President's Award.
- Facilitates collaborative planning with the Service Unit Team to achieve the annual goals.
- Communicates the annual plan to all Service Unit members each year to establish support from all Service Unit girls and adults.
- Coach and develop members of the Service Unit Team, including a Service Unit Assistant Director. Support the Service Unit in filling the Service Director position prior to resignation.

- With the support of the Service Unit Team and designated council staff, recruit and appoint new members of the Service Unit Team when vacancies arise. Work with the Service Unit Team and council staff to choose the best candidates for each position.
- Follow council conflict resolution policies in the event of Service Unit Team conflict. If a specific Service Unit Team member is not fulfilling their responsibilities and all other avenues of coaching, development, and conflict resolution have been exhausted the Service Unit Director may ask the team member to resign from their position in partnership with the Service Unit Team and designated council staff.
- Lead by example.

Support Regular Service Unit Meetings

Gather Service Unit leaders for regular meetings to:

- Build connections between Adult Leaders within the Service Unit.
- Plan for Service Unit level program delivery and special events.
- Train, mentor and recognize Troop Leaders to ensure girls have a positive experience.
- Communicate important council updates that impact the health of the Service Unit and the Girl Scout movement.
- Secure a meeting place for regular Girl Scout Service Unit meetings.
- Create monthly agendas with input from the Service Unit Team.
- Ensure effective meeting notes or minutes are taken and shared with all Troop and Service Unit Leaders within a timely manner.
- Ensure the Service Unit Team actively participates in the annual Leadership Summit in order to effectively lead and represent Girl Scouts within the Service Unit.
- Ensure GSUSA “Safety Activity Checkpoints” and “Volunteer Essentials” are understood and upheld within the Service Unit. In partnership with Council staff, identify areas of risk and ensure proper training and mitigation are in place.

Engage Service Unit Adults to Support Local Girl Success

- Strive to involve all troop leadership in Service Unit activities and events.
- Ensure meeting announcements and notes are shared with all volunteers within the Service Unit.
- Provide support and encouragement for all Service Unit Volunteers to complete their designated tasks.
- With the support of the Service Unit Team, reassign tasks or revise Annual Plans if particular Service Unit Team members aren’t as available as expected.
- Mentor leaders and volunteers to lead in the Girl Scout way.

- Effectively practice the Girl Scout Conflict Resolution Policy outlined in “Volunteer Essentials” as needed.
- In partnership with Council staff, reach out to troop and adult leaders who don’t participate in meetings to better understand and support local troop needs.

Build Strong Leaders and Welcome New Troop Leaders

- Within the Annual Plan, create ways to support new troop leaders to have a positive first-year experience in Girl Scouts. “New troop leader” can include:
 - new leaders forming a new troop.
 - new leaders taking over an existing troop.
 - experienced leaders whose girls have bridged to a new age level that the leader hasn’t led before or hasn’t led recently.
 - parents of girls participating in the Juliette program.
- With the support of the Service Unit Assistant Director, ensure troop leaders who are new to the Girl Scout movement are contacted, welcomed and aware of:
 - Service Unit meetings: date, time and location.
 - Service Unit communication including Facebook, emails, texts, phone, etc.
 - Service Unit Team leadership roles and contact info.
 - How the troop contributes to and is supported by the Service Unit annual plan.
- Ensure troop leaders are integrated into the Service Unit.
- Provide one-on-one training through the Service Unit Team for new troop leaders.

Serve on the Council Service Unit Committee

- Provide regular feedback to council executive staff on council program delivery and member support functions.
- Stay current with council communications for the Council Service Unit coalition in order to effectively communicate program delivery and member support resources and changes within the Service Unit.
- Participate in regularly scheduled committee meetings and webinars throughout the year.
- Share with the coalition and executive staff local concerns that impact the overall health of the council’s ability to reach more girls and have higher impact.

Represent the Girl Scout Movement Within the Service Unit

- Partner with Council staff to identify and establish contact with key stakeholders, supporters, and alums within Service Unit.
- Be effective in telling the Girl Scout story in ways that build awareness and support for Girl Scouts in Utah.

Placement and Reappointment Process

The typical placement and reappointment process of Service Unit Team members will happen between the months of April and June.

- Interview with current Service Unit Director, designated Service Unit Team members, and council staff member.
- Sign and agree to the position description and Service Unit Team agreement.
- Participate in Summer Leadership Summit Training.
- After first six months of service, meet with the Service Unit Team and designated Council staff member for a preliminary performance evaluation.

Qualification Requirements

- Current adult Girl Scout member in good standing.ⁱⁱ
- At least one year of previous service in a Service Unit Team leadership position. (Candidates who serve on a Service Unit Team in an “unofficial” position will also be considered as long they have served for at least 1 year.)
- Good organizational and planning skills.
- Experienced and skilled in using basic computer programs.
- Willingness to work effectively with other team members.
- Ability to communicate in a professional manner.

Recognition Following Service

Following their term, Service Unit Director who have served a full term will receive one of the following:

- Honor Pin, Appreciation Pin or Volunteer of Excellence
- Council Award

Benefits of Service

- Play an integral role in Girl development
- Connect to the legacy of Girl Scouts
- Be a major part of keeping the Girl Scout program vital
- Be the face of Girl Scouts in the local community
- Develop leadership skills

ⁱ Evaluations will be based on fulfillment of responsibilities in this job description and “Volunteer Safety and Conduct Policies” in *Volunteer Essentials*.

ⁱⁱ To be a member in good standing, volunteers must be in good financial standing with no council debt, have submitted the Troop Financial Report by June 30th, and follow “Volunteer Safety and Conduct Policies” outlined in *Volunteer Essentials*.