

Service Unit Manager

Summary: The Girl Scouts Heart of the Hudson, Inc. (GSHH) Service Unit Manager (SUM) is responsible for representing Girl Scouting within the Service Unit (SU) community. They lead Service Unit Team (SUT) meetings, leader meetings, participate in SU Committees, advise GSHH staff and volunteers on how best to cultivate relationships within their SU, and base SU work on target markets and membership strategy. The nature of this position requires the individual to provide indirect service to girls.

Term of appointment: Three-year term with a yearly review for reappointment. A new volunteer should shadow in the third year of the term. A volunteer may serve up to two terms (6 years).

Supervision: Appointed by and reports to Girl Scouts Heart of the Hudson Community Engagement Team (CET).

Support: The Service Unit Manager (SUM) receives support, guidance, and encouragement from the CET. They have access to learning opportunities, resources and materials that prepare for and support this role.

Responsibilities:

Work Closely with GSHH:

- Understand and uphold GSHH policies:
 - Volunteer Partnership Handbook: Policies, procedures, and more
 - Volunteer Essentials
 - Safety Activity Checkpoints
 - New Leader's Guide
- Collaborate with and advise staff on how best to cultivate relationships within identified service unit, based on target markets and membership strategy.
- Lead the strategy agreed between CET and SUM to support targeted areas within the Service Unit.
- Ensure regular collaboration between SUT members and the corresponding GSHH staff (i.e. CET and SU Recruiter).
- Support all GSHH-sponsored programs and fund-raising events; promote the idea that fund raising is the responsibility of all Girl Scout adults.
- Attend GSHH SU meetings.
- Escalate matters to the CET as needed.
- Complete yearly SU Plan based on SU goals with the CET.

Lead the Service Unit Team:

- Manage SUT team and support SUT volunteers.
- Work with the CET in the development of community-focused strategies for rebuilding, recruiting, retention, and engaging girls and volunteers.
- Identify, develop, recruit and onboard volunteers to fill all eight essential Service Unit volunteer roles by the end of each three-year term.
- Plan agendas, engage SUT, and conduct monthly SUT meetings

Support Volunteers:

- Support, lead, advise, and develop adult volunteers in the SU.

- Plan agendas, engage leaders, and conduct monthly leader meetings
- Support adult volunteers and families with general information and refer to the CET as needed.
- Support adult volunteers and families with conflict resolutions and refer to the CET as needed.
- Provide financial guidance and information to Service Unit volunteers to ensure compliance with Girl Scouts Heart of the Hudson, Inc. financial policies.

Represent GSHH in the community:

- Represent Girl Scouting in the community.
- Educate community about Girl Scouts and opportunities.
- Build relationships and partnerships with community organizations, groups, and businesses.

Live by the Girl Scouts Mission and Law:

- Be guided in all actions by the Girl Scout Mission, Promise, and Law.
- Remain informed about and comply with the most current policies, procedures, and guidelines of GSHH and Girl Scouts of the USA (GSUSA).

Qualifications and Core Competencies – required:

- **Girl focus:** Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interest and needs while having fun. Support volunteers in being girl focused.
- **Personal integrity:** Demonstrate dependability, honesty, and credibility.
- **Adaptability:** Modify one's own behavior and remain flexible and tolerant in response to changing situations and environments.
- **Oral communication:** Express ideas and facts clearly, accurately, and assertively.
- **Foster diversity:** Understand, value, respect, and embrace differences.
- **Computer skills:** Access to e-mail and internet.
- **Additional Requirements:**
 - Be a currently registered Girl Scout member of GSUSA with a GSHH active membership.
 - Behave in a manner consistent with the Girl Scout Mission, Promise, and Law.
 - Be at least 18 years old.
 - Have a council-approved volunteer application (may include application, background check, non-disclosure agreement and references) on file.
 - The ability and willingness to contribute to a supportive SU environment.
 - Experience with volunteer management/supervision, delegation and public speaking.
 - Maintain required screenings/trainings.
 - Complete required Service Unit Manager, adult learning course provided by GSHH
 - Experience as a Girl Scout adult volunteer is a plus.
 - Second language is a plus.