

# Volunteer Support Coordinator

## Volunteer Position Description

### Purpose

- Welcomes and mentors new troop leaders within the service unit. Assists with organizing, planning, and running service unit leader meetings. Works directly with the service team, troop leaders, and council staff.

### Responsibilities

- Helps volunteers develop strong troop leadership teams through sharing tools that foster robust partnerships.
- In collaboration with the service team during the Plan for Success, builds a strategy for supporting volunteers within the service unit.
- Acts as the primary point of contact for new troop leaders, mentoring them as they get started with their troops.
- Depending on the needs of the troop, mentorship can be as simple as a phone call, or as involved as sitting in on a troop meeting.
- Initiates and manages a sister troop mentor program within the service unit, when possible.
- Organizes and leads service unit leader meetings, in concert with the rest of the service team.
- Attends service team meetings and provides updates on the status of new troops at service team meetings and additionally as requested.

### Required Qualifications

- Registered and approved Girl Scout volunteer, at least 18 years of age, who lives the values of the Girl Scout philosophy and adheres to GSME policies and ways of work.
- Aptitude for coaching others to develop their team building and conflict management skills.
- Ability and drive to pro-actively reach out to others to offer support.
- Knowledgeable and versed on GSME policies as stated in the Volunteer Handbook and Service Team Handbook.
- Strong understanding of the Foundational Girl Scout Experience and progression of both girls and adults.
- Work productively & respectfully with people of diverse cultures, abilities, personalities, ages & backgrounds.
- Effective oral, writing and reading skills—express ideas and facts clearly and accurately.
- Adaptable and able to remain flexible and tolerant in response to changing situations and environments.

### Desired Qualifications

- Skilled at utilizing icebreakers, team building games, SWAPS, and other activities to create a friendly community atmosphere.
- Familiarity with the Volunteer Toolkit, Zoom (and other virtual meeting platforms), and Facebook.
- Enthusiasm for sharing and promoting vibrant communication within your service unit, such as creating Facebook posts, flyers, emails, etc.