



VOLUNTEER SUPPORT COACH

Service Team Position Description

SUMMARY Support troop leaders and other volunteer positions as they learn their role for a successful, fun, and girl-led experience. When troop leaders receive the proper support, they are more successful, and girls have a better Girl Scout experience.

SUPPORTED BY Member Support Executive (MSE) in partnership with [GSACPC Volunteer Support Team](#).

APPOINTMENT Appointed by MSE in partnership with GSACPC Volunteer Support Team for one year; reappointment based on annual evaluation.

RESPONSIBILITIES/DUTIES

- » Welcome new troop leaders to the Girl Scout Service Unit.
- » Connect new volunteers with Service Unit and Council communication hubs such as Facebook Groups, Band, Service Unit Website, etc.
- » Follow up with new leaders to ensure they are completing their training and provide support. Ensure new leaders who have completed their training receive earned incentives.
- » Stay up to date with the volunteer onboarding process and re-take New Leader Training as needed to be able to properly guide new leaders.
- » Provide ongoing information and support for leaders throughout the year via mini workshops, forums, round tables or other methods of support.
- » Work with leaders in managing the National Program in their troops and through planning special events.
- » Participate as an active member of the Service Unit team by attending regular Service Unit team and leader meetings.
- » Communicate details for leader meetings and Service Unit events to new volunteers.
- » Support leaders bridging to new program levels.
- » Coordinate with the Recognitions Coordinator to acknowledge and recognize troop leaders at the Service Units end of year celebration.

REQUIREMENTS AND QUALIFICATIONS

- » Have prior experience as a Girl Scout Troop Leader.
- » Present a positive image of Girl Scouting to girls, volunteers, and community members.
- » Comply with all GSUSA and Council policies and procedures, including [Volunteer Essentials](#), [Safety Activity Checkpoints](#), and the [Volunteer Terms and Conditions](#); recognize, understand, accept, and support all Council goals and objectives, including the [Diversity, Equity, Inclusion, and Racial Justice Policy](#).
- » Be guided in all actions by the Girl Scout Mission, Promise, and Law.
- » Complete Volunteer Support Coach training.
- » Be a registered member of GSACPC with a current background check.
- » Complete the annual [Volunteer Agreement](#).
- » Complete Looker Access Agreement to access GSUSA data system.
- » Participation in Authentic Leadership Community workshops recommended.

By signing this agreement, I acknowledge that I have read, understand and agree to all responsibilities and requirements listed in the Volunteer Support Coach Service Team Position Description. In addition, as a volunteer serving in a Service Team position, I understand that some of my work will involve access to information/ records that are considered confidential. I acknowledge my responsibility to respect the confidentiality of all volunteer and troop records, to follow council procedures in order to protect privacy and to act in a professional manner. I further understand that if I am found misusing confidential material or not protecting the privacy of others through my actions, I may be released from my position immediately.

SIGNATURE OF VOLUNTEER _____ DATE _____

PRINTED NAME _____ SERVICE UNIT _____

Thank you for your time and commitment!