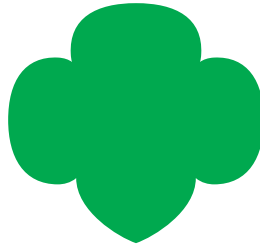


VOLUNTEER SUPPORT COACH MANUAL



VOLUNTEER SUPPORT COACH MANUAL

When troop leaders receive proper support, they are more successful and girls have a better Girl Scout experience. Volunteer Support Coaches are the key source of knowledge and support for troop leaders and their Service Unit. They provide communication and guidance on both required and elective training. They participate in and provide training at leaders' meetings, and collaborate with the Service Team Adult Recognitions Coordinator to acknowledge and recognize troop leaders.

OUR MISSION

Girl Scouting builds girls of courage, confidence, and character who make the world a better place.

QUALITIES OF A GREAT GIRL SCOUT LEADER

HONESTY

You are a trusted representative of your Service Unit and of Girl Scouts. If you strive to make honest and ethical decisions, your team will too.

ABILITY TO DELEGATE

Where there is trust, there is strength! The ability to delegate tasks to appropriate team members is one of the greatest skills you can have.

COMMUNICATIONS

Be clear and be knowledgeable about what you want done or the information you wish to convey. If you can't explain it, they can't understand it.

SENSE OF HUMOR

Always try to find the smiles inside the struggles! If you strive to find the "funny" and positive side of any situation, your teammates will too!

CONFIDENCE

When setbacks occur, help assure everyone that everything is going to be OK. Be a source of encouragement and calm during life's little storms.

COMMITMENT

Lead by example. If you expect your team to work hard and give of their time and talents, always do your best to do the same.

POSITIVE ATTITUDE

Help keep your team focused on the goals ahead by keeping a smile on your face and in your voice. Positive energy produces positive results!

CREATIVITY

Problems don't always have clear solutions and sometimes the best ideas take a little time to find. Always try to think outside the box!

ABILITY TO INSPIRE

Motivation is key to achieving your goals. Keep everyone's spirits high by appreciating hard work and recognizing team members' strengths.

INTUITION

Use your best judgment. Trust your gut. When there is no road map telling you where to go or how to proceed, trust yourself and trust your team.

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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 _____

THANK YOU for accepting this important position! The Volunteer Support Coach position is a vital role within the Service Unit. Your expertise, guidance and enthusiasm is needed to:

- » Create an atmosphere of support and appreciation for volunteers in the Service Unit;
- » Provide guidance to troop leaders;
- » Conduct meetings with new volunteers, and introduce them to the Service Unit;
- » Communicate the need for volunteer training offerings;
- » Be actively involved in Service Unit Leader Meetings.

We appreciate your time and dedication!

FULFILLING YOUR ROLE

WHO IS A SERVICE TEAM VOLUNTEER SUPPORT COACH?

The Service Team Volunteer Support Coach plays a vital role in strengthening the Service Team and supporting troop leaders across the Service Unit. This individual ensures that both new and existing leaders feel welcomed, prepared, and supported-ultimately encouraging them to continue their Girl Scout journey. By providing guidance, resources, and encouragement, the Volunteer Support Coach helps leaders deliver an outstanding Girl Scout leadership experience to the girls in their troops.

To be successful in this role, the following nine qualifications are required or strongly recommended:

1. **Demonstrates a Positive, Supportive Attitude.** Brings energy, optimism, and a genuine passion for Girl Scouting. Believes in the mission and goals of the Girl Scout program and actively shares the Girl Scout spirit with others. Consistently models the Girl Scout Promise and Law through actions and interactions.
2. **Inclusive Communication Skills.** Effectively engages with volunteers from diverse racial, ethnic, cultural, and socioeconomic backgrounds, as well as varying ability levels. Encourages timely completion of required training and celebrated volunteers' progress with enthusiasm and tact.
3. **Program Knowledge and Policy Guidance.** Helps leaders understand the fundamentals of Girl Scouting, interpret GSUSA and GSACPC policies and procedures, and apply them appropriately in their troop leadership role.
4. **Active Participation in Service Team & Service Unit Activities.** Attends Service Team meetings and Service Unit meetings regularly and contributes meaningfully to the annual Service Unit Plan of Work.
5. **Prior Troop Leader Experience (Highly Recommended)** Having firsthand troop leadership experience is strongly encouraged to provide empathetic and practical support of new leaders.
6. **Familiarity with Girl Scout Resources.** Understands the Girl Scout program, available resources, and activities offered at both the Service Unit and Council levels. Good listening and verbal communication skills, as well as the ability to organize materials and accurately maintain records.
7. **Strong Communication and Organizational Skills.** Listens actively, communicates clearly, and can effectively organize materials and maintain accurate records.
8. **Required Training Completed.** Has completed training for this position, including Getting Started for New Troop Leaders in gsLearn.
9. **Supportive Presence for New Leaders (Highly Recommended)** Whenever possible, offers to attend a new leader's first troop meeting or parent meeting to provide encouragement and guidance.

BEING A GUIDE TO NEW TROOP LEADERS

To support new leaders, you need to be familiar with the new leader experience, the onboarding process, and where to get help if needed. The steps a new volunteer experiences through the first year include:

Various staff and volunteer positions support each of these steps. Let's take a closer look at some of these steps.

1. Engagement
2. Placement
3. Onboarding
4. Support
5. Follow Up (*See New Leader Contact Check List in Resources*)
6. Renewal

NEW TROOP LEADER EXPERIENCE



New Leader Training Path



Before meeting with girls or families and within your first 30 days complete:

- 607 – GSACPC Getting Started for New Leaders Part 1 and Part 2 - Required training to lead a troop



Within 45 days and after the above training has been completed:

- GSUSA Daisy/Brownie/Junior Grade Level Essentials
- First Aid / CPR Training – *Required for activities and meetings with girls*



Within 60 days and after the above training has been completed:

- 607 – GSACPC Preparing for Activities & Trips – *Required to take girls on field trips and overnights*
- 607 – GSACPC Ceremonies in Girl Scouts



At least 6 weeks prior to guiding girls on approved outdoor experiences:

- Troop Camp Certification Level 1 (TCC 1) - prerequisite of TCC 2 – *Required for exploring the outdoors & beginner encampments*



At least 6 weeks prior to guiding girls on approved outdoor experiences that include fire building, outdoor cooking, and tent camping:

- Troop Camp Certification Level 2 (TCC 2) - prerequisite TCC 1 must be completed first – *Required for fire building, outdoor cooking, tent camping, and basic outdoor skills*



Troop Leaders who complete Getting Started training may be eligible to receive the Council Trained Leader pin. Additional courses may qualify for training dangle charms. To receive Troop Leader training recognition pin and charms, bring your qualifying training completion certificate to your local monthly leaders' meeting.

ENGAGEMENT/RECRUITMENT

Once an adult has expressed interest in becoming a Girl Scout volunteer, they can visit the website to start their Girl Scout journey by visiting: <https://www.girlscoutsaz.org/en/get-involved/become-a-volunteer.html>.

Once they select a volunteer opportunity they will be directed to create an account and complete their registration. If they would like more information about a specific volunteer opportunity in the participation catalog, they can select “Read More” in green and then “Request More Information” and a Member Placement Coordinator will contact the interested adult. Once registered, volunteers are required to complete a Background Check and Volunteer Agreement.

If the volunteer doesn’t have access to the internet, they can contact the Member Placement Team directly by calling 602.452.7040. When a paper interest form is submitted to the council office for follow up, it can take longer to get started.

At recruitment events, it is best to direct volunteers online to sign up. Having tablets or computers available at your event, makes it easy to register new troop leaders.

PLACEMENT

An interested adult volunteer can visit our Opportunity Catalog to view volunteer opportunities. They can either select a volunteer opportunity from the Opportunity Catalog or “Become A General Member” at the bottom of the page. If a volunteer select “Become A General Member”, a Member Placement Team Member will review this and contact the volunteer to assist with finding them an opportunity.

Become a Volunteer | Girl Scouts

Girl Scout volunteers help Girl Scouts dream big, explore new interests, and spark their imaginations. Find a Girl Scout volunteer opportunity near you.

When working with Service Units to establish new troops, the MSE will request a troop number from our Member Placement Department. If a new troop is requested on the website, Member Placement will contact the individual and assist with building a troop for them.

After the troop is built, Member Placement will share the link to the new troop with the MSE or new troop leader to be shared with potential members. Please note: the troop link will only work if the troop is displayed in the Opportunity Catalog.

Once registered, all volunteers are required to complete the Background Check and Volunteer Agreement. If additional support is needed, please contact the Member Placement Team by phone at 602.452.7040 or email at reghelp@girlscoutsaz.org

Finally, Volunteer Support will connect with the new troop leaders to begin the onboarding process.


FORMING A TROOP: Troops must have a minimum of two registered and approved troop leaders and five girls to be considered an active troop. If the two primary troop leaders are related or in the same household, then a third, unrelated troop leader is required.

Ready to get involved?

Be the Troop Leader that supports her every week—the one that watches her smile get bigger as she grows more confident. Mentor a Girl Scout Cookie Professional during cookie season so she can earn enough to reach the goals she set for Troop 401. Or work with other adults to provide the kind of behind-the-scenes support that makes it possible for her to make impactful new connections at Girl Scouts.


Whether you can give a few hours, a few weeks, or a few months, volunteering with Girl Scouts is flexible and fun.

Troop Leader




Learn More

Troop Family & Friends




Learn More

Cookie Volunteer




Learn More


Service Unit Volunteer

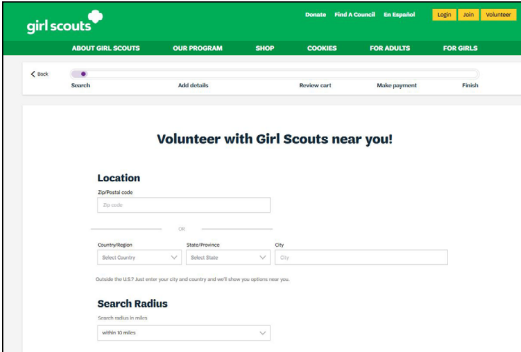


Girl Program Volunteer

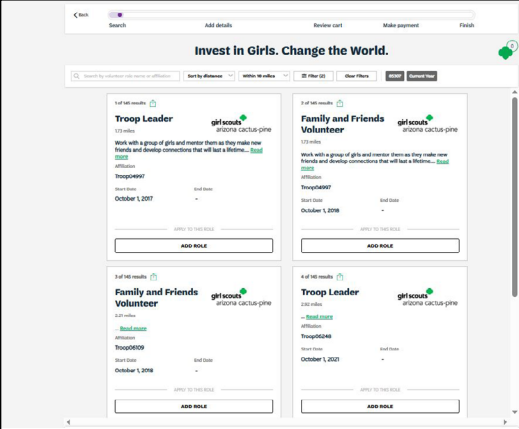


Short-Term Volunteer

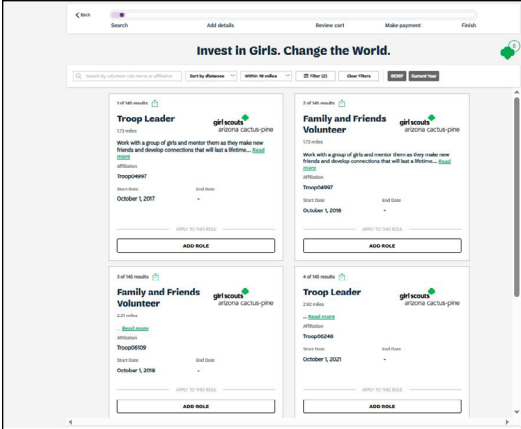




The screenshot shows the top navigation bar with 'girlscouts' logo and links for 'ABOUT GIRL SCOUTS', 'OUR PROGRAM', 'SHOP', 'COOKIES', 'FOR ADULTS', and 'FOR GIRLS'. Below the navigation is a search bar and a 'Volunteer with Girl Scouts near you!' section. This section includes a 'Location' field with a ZIP code input, a 'Country/Region' dropdown, a 'State/Province' dropdown, and a 'City' input. There is also a 'Search Radius' section with a 'Search radius in miles' dropdown set to 'within 10 miles'.



The screenshot displays search results for 'Invest in Girls. Change the World.' It shows two columns of results. The first column lists 'Troop Leader' roles for Troop 40197, with a start date of October 1, 2027. The second column lists 'Family and Friends Volunteer' roles for Troop 40197, with a start date of October 1, 2026. Each result includes a description of the role, an 'APPLY TO THIS ROLE' button, and an 'ADD ROLE' button.



This screenshot shows search results for 'Invest in Girls. Change the World.' It displays two columns of results. The first column lists 'Family and Friends Volunteer' roles for Troop 40197, with a start date of October 1, 2026. The second column lists 'Troop Leader' roles for Troop 40197, with a start date of October 1, 2027. Each result includes a description, an 'APPLY TO THIS ROLE' button, and an 'ADD ROLE' button.

ONBOARDING

There are two possible volunteer roles for troops: Troop Leader or Family and Friends Volunteer.

Once a volunteer is approved as a troop leader, the onboarding team sends an email to the volunteer welcoming them to Girl Scouts. The email will also contain links to gsLearn for their online training.

The Volunteer Support Coach can identify new troop leaders in their Service Unit using Looker reports. Reports should be run often ensuring new troop leaders are contacted in a timely manner. Connect with your Member Support Executive if you have questions about using Looker reports.

Family and Friends volunteers are supported by the troop leaders. All troop leaders are supported by the Girl Scout Service Unit.

SUPPORTING TROOP LEADERS

SERVICE UNIT SUPPORT TEAM

The Service Unit Volunteer Support Team Includes:

- Volunteer Support Coach
- Membership Support Executive

This team is critical to the success of troop leaders. It is very important that the Volunteer Support Team ensures that leaders receive organized, consistent, and timely support.

For new leaders, the Volunteer Support Coach will be one of the first points of contact in your Service Unit. Plan to have a strategic way to welcome new leaders. Reach out and welcome them by phone or in person. Direct them to the online training resources and encourage them to register for an Onboarding Introduction. Offer to provide an in-person “Service Unit Orientation” as well.

Be sure to supply them with a completed copy of the “My Volunteer Support Network” document in the Resources section of this manual. Encourage troop leaders to set up a Troop Committee of Family and Friends Volunteers to support various Troop functions. See “My Girl Scout Troop” fillable form in Resources.

Introduce new leaders at your Service Unit meeting and connect them with sister volunteers. Some Service Units provide a start-up kit with a level handbook, a notebook set up for troop records, some basic craft supplies, or program ideas.

Connect new leaders with other key Service Team members:

BE A COACH

- This means not only answering questions, but providing formal or informal ongoing learning.
- Be available to answer questions.
- Organize an Experienced Leader Friend (E.L.F.) peer mentoring program or partner with Council-wide area E.L.F.s. See Resources section for more information.
- Communications Specialist
- Finance Specialist
- Recruitment Manager
- Product Sales
- Collaborate with your Service Team and other experienced volunteers in your Service Unit to provide ongoing information and support.
- Provide Round Tables, mini trainings, or forums before or after your leader meetings during the year to support ongoing learning for new leaders.

VOLUNTEER TOOLKIT

GSUSA has provided all councils with a very useful tool, the Volunteer Toolkit (VTK). This toolkit enables troop leaders to drag and drop pre-planned meetings to create a troop Year Plan, saving troop leaders time and money. Here are six reasons to love the VTK:

- 1. It's Everywhere** - As a digital resource volunteers can plan and prepare wherever their smartphone, tablet, laptop or computer are! Stuck in the waiting room at the doctor's office and need to email the troop a quick reminder not to forget their rain boots for Saturday's creek stomping trip? Pull out your smart phone, click on the My Troop tab and send out your reminder.
- 2. It's Constantly Evolving** - GSUSA is continually updating content, adding functions and improving this tool based on feedback from the council and volunteers using this resource. As the years go by, more content will be added and features will be upgraded based on input from volunteers across the nation.
- 3. It's Customizable** - K-12 troop leaders can choose from pre-populated year plans from the Year Plan Library or create your own customized plan by dragging and dropping meetings into your customized Year Plan. All leaders (K-12) can use the "Manage Activity" to add custom activities, trips and council activities/events to their Year Plan.
- 4. It Tracks Important Things** - Through the My Troop and Meeting Plan tabs you can keep track of who is registered in your troop, their meeting attendance and achievements, like badges and Journey awards, and their guardian's contact info. You can even submit your yearly finance report on the Finance Tab.
- 5. It Keeps Parents Informed** - Primary caregivers have the ability to view their girls' troop year. They will be able to see the Year Plan, Meeting Plan, and Finance Plan as well as a list of the other members of the troop (no contact info). For tech-savvy parents that means less need to call leaders to ask what's on the packing list for the annual camp out, when the next meeting is, or what the troop spent money on this year. It's a digital Girl Scout planner/calendar that instantly updates at the click of a button.
- 6. It's Green** - This resource replaces the badge booklets as the primary resource for badge requirements. While girls can still enjoy having their own copies of the booklets, volunteers will be able to find the content through this digital resource. Less resources to buy, store and lug around with your troop materials!

As a member of the Service Team, the Volunteer Support Coach has Demo/SU Access to the VTK. This will allow you to see the VTK as a troop leader and will enable you to easily answer questions and assist new troop leaders with learning the VTK. Check out the GSUSA Volunteer Toolkit - Demo/SU Access training in gsLearn. If you are unable to locate the course, please email us at volunteerlearning@girlscoutsaz.org

LEADERS MEETINGS AND APPRECIATION

To be successful the Volunteer Support Coach must take an active part in the Service Unit and regularly attend Service Team and Leaders meetings.

When troop leaders regularly attend Leaders Meetings, they feel more informed, prepared and supported. One way to get more Leaders to attend is to provide small enrichment workshops/classes at the meeting. When people are receiving useful information, it makes it "worth their time" to attend. Keep an eye on the Council updates, newsletters, Facebook pages, and Rallyhood for up-to-date and relevant information to share.

When volunteers receive regular acknowledgement, they feel more appreciated and more supported. This can be done in simple casual ways, or more formal annual awards. Another way to quickly acknowledge a volunteer is to send a [Peer Recognition](#) through the GSACPC website. For a more formal recognition, collaborate with the Service Team Recognitions Coordinator on the Service Unit's end of the year celebration.

COMMUNICATIONS

It is important to know how each leader wants communication from you. Everyone is different. Establishing how to communicate with each new leader right from the beginning will prevent problems in the future. No matter the type of communication, **YOU MAKE THE FIRST CONTACT!**

Do you know how each generation prefers to communicate? Please be sure to ask each leader how they prefer to communicate.

Communicating by social media is becoming popular and is an acceptable way to communicate for adults as well as girls. Be sure to use safety guidelines when communicating with girls.

Remember the Internet is an open forum and its benefits of easy access and sharing of information can also attract those who would use that information to cause harm. Refer to the Girl Scout Safety Activity Checkpoint for "Computer/Online Use" for information regarding social media and computer safety.

Consistent communication with volunteers is just one way to be successful. Here are others:

- Understand and support the Girl Scout mission, vision, and values
- Promote the Girl Scout Leadership Experience
- Provide timely and effective communication
- Provide guidance; not directive
- Be willing to invest time, energy, and personal know-how to assist the growth of another person
- Be discreet and maintain confidences

ENGAGEMENT WITH NEW LEADERS

How do I engage new leaders?

Ideally, we would love to have each new leader attend the Service Unit leader meeting. However, today's volunteers cannot always attend a monthly meeting. There are a variety of reasons that can prevent a leader from attending the Service Unit meetings. This does not mean she is not part of the Service Unit or not interested in staying connected.

It is best to meet with your new leaders and establish how you will communicate with each other for the first few months. Show leaders where to find the most current Service Unit and council information needed to lead girls through the Girl Scout Leadership Experience.

The contact sheets supplied in the resources section, cover the first three months and the topics you will want to discuss with a new leader. Some questions have resource references that you can use to help guide the new leader. You are their main Girl Scout Service Unit support as they get to know the organization, their girls and other adult members.

Remember, some leaders may move through these steps at different rates and in different ways. Be sure not to hold them to unreasonable standards. The one place that we cannot compromise is with girls' safety.

TIPS & REMINDERS

- Remember your job is not to take the place of the Service Team, but to direct your assigned new leader to the correct team member as needed. Make them aware that there are many people to help. Ex: Adult Recognitions Coordinator, etc
- You are a friend and a coach to the new leader. Make sure you do not make the leader feel bad if all the suggested items for a certain month are not met. Help make plans to accomplish them.
- Contact the new leaders to remind them of the date, time and location of the Service Unit meeting. Meet them at the door, introduce yourself, and stay with them during the meeting. Try to listen through their ears and hear what is being discussed as if you were hearing it for the first time. Introduce them to people; draw them into conversations.
- Help your leaders understand Girl Scout terms, Service Unit positions, information discussed at meetings, resources available to use and upcoming Girl Scout events.
- Be helpful, but do not do the job for them. They will feel inadequate if you take over all the things that confuse or intimidate them.
- If a real problem arises, support through solving it and contact a Service Team member if necessary. Any serious issues should be addressed by the Service Team Manager and/or Membership Support Executive.
- Remember that new leaders may need you more the first month than the third, and as they continue to develop skills, take a step back a little more each month.

RESOURCES

There are a variety of resources available for Volunteer Support Coaches on our website – girlscoutsaz.org/service-team-resources.

**and THANK YOU for your dedication to
Girl Scouts and Girl Scouts–Arizona Cactus-Pine Council!**

Questions? Contact the Volunteer Support Team at volunteerlearning@girlscoutsaz.org.

NEW LEADER NAME _____

VOLUNTEER SUPPORT COACH NAME _____

SERVICE UNIT _____ TROOP # _____ DATE _____

CONTACTED _____

NEW LEADER CHECK-IN LIST MONTH ONE

Discuss the following to help keep the new leader on track. Have they:

- Completed Getting Started for New Leaders in gsLearn
- Reviewed the New Leader Checklist in gsLearn or in the My First Year Guide. (See checklist further in this manual)
- Found an appropriate meeting place and time
- Held a parent meeting? Requested that parents volunteer to help with the troop by completing the 4 Her Promise which includes troop committee members list
- Confirmed that additional troop leaders and Family & Friends Volunteers have completed membership registration and background check
- Held a troop meeting
- Discussed with girls and parents troop participation in the Fall Product Program and Cookie Program.
- Started to use the New Leader Checklist in gsLearn.
- Begun process to set up troop bank account (girlscoutsaz.org/banking)
- Understood that all receipts and bank statements need to be kept and used for finance report

Volunteer Support Coach to provide:

- Service Team member roster
- Contact information for Member Placement Team if additional girl members are needed and/or desired
- VTK overview, training, and support
- Review of [Troop Year Planner](#) on GSACPC website
- Review of My First Year Guide

NEXT SERVICE UNIT MEETING IS (date/time/location): _____

COMMENTS

NEW LEADER NAME _____

VOLUNTEER SUPPORT COACH NAME _____

SERVICE UNIT _____ TROOP # _____

DATE CONTACTED _____

NEW LEADER CHECK-IN LIST MONTH TWO

Discuss the following to help keep the new leader on track. Have they:

- Reviewed Volunteer Essentials, Safety Activity Checkpoints
- Made parents aware of Council service centers, shop location, and summer camp locations
- Begun girl planning with the troop to set goals for the year
- Set up their Year Plan in the VTK
- Assisted and encouraged troop to participate in the Council Product Programs
- Do girls know:
 - Girl Scout Promise
 - Girl Scout Quiet Sign
 - Girl Scout Sign
 - Friendship Circle
 - Girl Scout Handshake
 - A Girl Scout song

Volunteer Support Coach has:

- Accomplished any unfinished check points from month one
- Invited new leader to Service Unit Leader meeting
- Introduced new leader to the Service Unit and Service Team members to learn about the various position responsibilities
- Ensured that new leader has all pertinent Council contact information including Onboarding Specialist, Customer Care, Member Placement, and Member Support Executive (MSE)
- Verified that new leader is aware and has visited GSACPC and GSUSA website resources
- Verified that new leader has joined Rallyhood and GSACPC New Leader and Leader Facebook groups
- Verified that steps have been completed to set up troop bank account

NEXT SERVICE UNIT MEETING IS (date/time/location): _____

COMMENTS

GSACPC Checklist for New Leaders

Welcome!

You are now a part of the Girl Scouts Arizona Cactus-Pine Council. We serve two-thirds of the state of Arizona, our phone number is 602-452-7000 and our general email is reghelp@girlscoutsaz.org. You can find additional information and resources on our website at www.girlscoutsaz.org.

This New Leader Checklist was developed to assist in the onboarding process and to help guide you every step of the way. As you check off items from your list, we are here to support you through your training and onboarding progress. Please make sure to return to gsLearn and update your progress on the 607 New Leader Checklist course. You will be connected with three very valuable support assets.

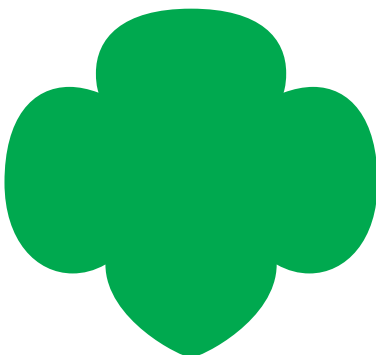
The first asset is our Onboarding Specialist. Our Onboarding Specialist can be reached at 602-452-7016 or by emailing volunteerlearning@girlscoutsaz.org. As one of the tasks below, you will need to schedule an onboarding introduction as soon as possible. If at any time you get stuck in this checklist process, please reach out to us and we can help you navigate forward.

Our Onboarding Specialist will connect you with your Member Support Executive. Your Member Support Executive is the staff member who supports all the troops in your Service Unit. Make sure to save your Member Support Executive's contact information. You will be able to meet your MSE in-person at your Service Unit's Leader Meetings.

The final support system you have is your Service Unit Team. A Service Unit is a specifically defined geographic area designed best to serve the girls and volunteers in the area. The Service Unit Team is a group of volunteers who hold specific roles for the function of the Service Unit.

All the above-mentioned assets will help support you through your first year as a new leader. If you have any questions, please email us at volunteerlearning@girlscoutsaz.org

Please note: if you are joining an existing troop, you may not need to complete all these steps. (For example, the troop may already have a bank account set up and if needed can add you as a signer after you have completed your training)



15-Day Checklist (to be completed in the first 15 days)

- ❑ Complete a background check. You will receive an email invite from Asurint.
- ❑ Complete and Submit the [Volunteer Agreement](#).
- ❑ Look for a co-leader and invite girls to join your troop. (Making sure you have at least two unrelated leaders one must be female and five girls to start)
- ❑ Complete Onboarding Introduction Zoom Meeting with Onboarding Specialist. Contact our Onboarding Specialist at 602-452-7016 or volunteerlearning@girlscoutsaz.org
- ❑ Meet your Member Support Executive (MSE) and reach out to them with questions.
- ❑ Request to join the GSACPC New Leaders Group on Facebook.
- ❑ Complete the new leader training path – 607 – GSACPC Getting Started for New Leaders Part 1
- ❑ Meet with your co-leader to discuss initial troop details and parent/caregiver meeting. Use the co-leader questions available in the Additional References section.
- ❑ Secure a meeting place and time.
- ❑ Speak to your Member Placement Specialist: 602-452-7040 or reghelp@girlscoutsaz.org and set up your troop profile or complete the [Meeting Detail Update Form](#).

30-Day Checklist (to be completed within 30 days)

- ❑ Complete the 607 – GSACPC Getting Started for New Leaders Part 2.
- ❑ Submit the form to open a bank account once you have two volunteers who have completed the Troop Money Management module in the Getting Started Training Path.
- ❑ Explore the Volunteer Toolkit (VTK) and use it to start planning your Girl Scout year.
- ❑ Find your troop roster in the Volunteer Toolkit (VTK) or MYGS and contact new troop parents to introduce yourself. (This is a great time to ask if anyone is interested in being a co-leader)
- ❑ Hold Parent/Caregiver meeting using the parent meeting agenda available in the Additional References section. Make sure to have caregivers fill out the General Permission/Health History form for their Girl Scout and collect this form.
- ❑ Attend a leader meeting in your Service Unit, we strongly encourage you to attend or have a representative from your troop attend each month your SU meets.
- ❑ Familiarize yourself with the GSACPC website: www.girlscoutsaz.org

45-Day Checklist (to be completed within 45 days)

- Complete First Aid/CPR/AED Training from approved Instructors list. (Must be a registered background cleared volunteer who is present at all troop meetings. Doesn't have to be the troop leader.)
- Complete GSUSA Grade Level Essentials (Daisy, Brownie, or Junior) training course
- Engage parents/caregivers to assist with the troop.
- Learn more about the Product Programs from your Service Unit
- Establish a Troop Committee to help with the fall Product and/or Cookie Program
- Plan and hold your first troop meeting with the girls. Use the Troop Year Planner, and the Volunteer Toolkit (VTK).
- Complete your bank account set-up and make your first deposit.
- Complete check-in with our Onboarding Specialist at 602-452-7016 or email volunteerlearning@girlscoutsaz.org to schedule a check-in.
- OPTIONAL: If you have a younger troop (Daisies, Brownies, or Juniors) there may be some older Girl Scouts (Cadettes, Seniors, and Ambassadors) who can come lead an activity at your troop meetings. Many older Girl Scouts earning their leadership awards (Program Aide and Volunteer-In-Training) are looking for ways to assist younger Girl Scout troops. Now might be the time to check in with your Service Unit Manager to see if there are any older girls in your Service Unit looking for opportunities to work with younger girls.

60-Day Checklist (to be completed within 60 days)

- Complete the 607 GSACPC Preparing for Activities & Trips course.
- Check with your Service Unit about upcoming activities in your area.
- Take a look at the Council Activities Event Calendar on the GSACPC website to see what activities the Council has to offer.
- Continue attending your Service Unit Leaders' meetings or send a representative from your troop to attend.
- Complete the 607 – GSACPC Ceremonies in Girl Scouts training course.
- Plan and hold an Investiture and/or Rededication Ceremony.
- Review the Forms and Leadership Prep document found in the additional resources section.
- OPTIONAL: After completing 607 GSACPC Preparing for Activities & Trips course, if you feel ready, start planning a field trip with the girls. Use the Travel Progression Chart found in the 607 GSACPC Preparing for Activities & Trips course.

90-Day Checklist (to be completed within 90 days)

- If girls are progression ready, it may be time to take a planned field trip.
- Review the Outdoor Progression Chart found in the 607 GSACPC Preparing for Activities & Trips course.
- Explore gsLearn Content Library and see if there are any helpful trainings you would like to take. (For example, World Thinking Day, The Daisy Petal courses, Mental Wellness 101, Mental Wellness Patch Program, Math in Nature or Ready. Resilient.Strong.)

120-Day Checklist (to be completed within 120 days)

- Are you open to having more girls join your troop? If so, fill out the [Meeting Detail Update Form](#) to let Member Placement know.
- Contact our Onboarding Specialist at 602-452-7016 or volunteerlearning@girlscoutsaz.org for a check-in.
- OPTIONAL: If you are planning on getting the girls outdoors, complete Troop Camp Certification Level 1 at least 6 weeks prior to guiding girls on approved outdoor experiences. (Required for exploring the outdoors & beginner encampments. For example: an outing that lasts a half or full day in the outdoors, cold meals/ snacks – no outdoor cooking.)

150-Day Checklist (to be completed within 150 days)

- Complete final check-in call with our Troop Leader Volunteer Support Coordinator. Our Volunteer Support Coordinator can be reached at 480-318-7148 or schedule a call by emailing volunteerlearning@girlscoutsaz.org
- OPTIONAL - Complete Troop Camp Certification Level 2 at least 6 weeks prior to guiding girls on approved outdoor experiences that include fire building, outdoor cooking, and tent camping. (This training is only required if taking girls tent camping, any outdoor cooking using combustible fuel sources, campfires and knife safety.)

My Girl Scout Council Girl Scouts–Arizona Cactus-Pine Council, Inc. My

Girl Scout Service Unit _____

SERVICE AREA SUPPORT

Volunteer Support Coach	name	phone
		email
Service Team Manager	name	phone
		email
Finance Specialist	name	phone
		email
Cookie Program Manager	name	phone
		email
Fall Product Manager	name	phone
		email
Communications Specialist	name	phone
		email
Facebook		
Shutterfly		

COUNCIL SUPPORT

Member Support Executive (Staff Liaison)	name	phone
		email
Membership Help Desk	name	phone 602.452.7040
		email
Customer Care Help Desk	name	phone 602.452.7030
		email reghelp@girlscoutsaz.org

COUNCIL OFFICE

119 E Coronado Road, Phoenix, AZ 85004
602.452.7030 or 800.352.6133
fax: 602.452.7100
girlscoutsaz.org

COUNCIL SHOP

1611 E Dobbins Road, Phoenix, AZ 85042
602.452.7137 or 800.352.6133, ext. 7137
shop@girlscoutsaz.org

Troop # _____ Program Level _____

FOR A LIST OF POTENTIAL TROOP MEMBERS – CONTACT:

name	phone
	email

Member Placement – 602-452-7040, reghelp@girlscoutsaz.org

MEETING INFORMATION

location _____ time _____

day _____ weekly bi-weekly monthly other _____

TROOP LEADERS

name	phone
	email
name	phone
	email
name	phone
	email

TROOP COMMITTEE MEMBERS

Cookie Manager <i>completes cookie program training, manages financial records, attends meetings to train girls, meets sales deadlines</i>	name	phone
		email
Fall Product Manager <i>completes cookie program training, manages financial records, attends meetings to train girls, meets sales deadlines</i>	name	phone
		email
Troop Treasurer <i>is a signer on troop bank account, utilizes and maintains Troop Finance Report</i>	name	phone
		email
Troop First Aider <i>take or have First Aid training and accompany troop on outings</i>	name	phone
		email
Troop Camper <i>completes appropriate Council Troop Camp Certification training, attends troop meetings to train girls for outdoor camping, and attends troop camping events.</i>	name	phone
		email

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EXPERIENCED LEADER FRIEND

Providing Support and Nurturing for New Girl Scout Leaders

WHAT IS AN EXPERIENCED LEADER FRIEND (E.L.F.)?

- » An E.L.F. is a registered adult Girl Scout volunteer who has had one or more years of experience as a Troop Leader.
- » An E.L.F. has a desire to help, a willingness to care, and a bit of time to share with a new leader.
- » An E.L.F. supports a new leader through phone calls, text messages, emails, etc.

E.L.F. STEPS

STEP 1 – FIRST CHAT

New leader names and contact information are provided to the E.L.F. by the Service Unit Volunteer Support Coach after the VSC has provided the first three months of support. If a Service Unit doesn't have a Volunteer Support Coach, the GSACPC Onboarding Specialist will connect new leaders with the E.L.F. in their area. The E.L.F. makes direct contact to welcome the leader, see how they are doing in their new role, and if they have any questions. Phone contact is preferred followed by the first email or text message to follow up. Verifying the contact information, the E.L.F. assures the leader that they will keep in touch.

STEP 2 – CORRESPOND

Support is provided to the new leader through encouraging emails from the E.L.F.

Email templates are furnished and new topics are provided periodically throughout the membership year. Alternate contact methods – i.e. postcards can be used for volunteers without access to email.

The topics include:

- » E.L.F. Contact Information
- » Service Unit Meeting Invitation
- » Volunteer Support Network
- » Call with questions
- » Half Way There
- » Info Great Idea
- » Girl Scout Leader Day
- » Finance Report
- » Congratulations

STEP 3 – ENCOURAGE

Towards the end of the membership year, personal contact is made once again by the E.L.F. Encouragement is offered to begin thinking about the next membership year and remind the leader that help is only a call or a click away through contacting the E.L.F., Service Unit, or Council Staff.



Experienced Leader Friend (E.L.F.) Council Support Position Description

SUMMARY An Experienced Leader Friend (E.L.F.) is a caring, registered Girl Scout Volunteer who has served as a Troop Leader for at least one year. E.L.F.s play a vital role in supporting new leaders by offering friendly encouragement, sharing experience-based advice, and helping them feel welcomed and confident in their leadership journey.

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

RESPONSIBILITIES/DUTIES

- » Supports new troop leaders after the Volunteer Support Coach has provided the first three months of support **OR** supports new leaders through the onboarding process in a Service Unit that does not have a Volunteer Support Coach in place. (Please see Volunteer Support Coach position description and manual.) New leader names and contact information will be provided by the SU Volunteer Support Coach or the GSACPC Onboarding Specialist.
- » 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 by phone calls, text messages and/or emails. Please note that if a leader doesn't have access to the internet, we ask that support is provided in other ways i.e. postcards.
- » Work with leaders in managing the National Program in their troops and through planning special events.
- » Communicate details for leader meetings and Service Unit events to new volunteers. Connect new leaders with their MSE / Service Unit Manager or Team.
- » When possible, attend leader meetings with new leaders to ensure they continue to feel welcomed and included.

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](#).
- » 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 Experienced Leader Friend (E.L.F.) Council Support Position Description. In addition, as a volunteer serving in a Council Support 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!

E.L.F. FREQUENTLY ASKED QUESTIONS

Why become an ELF?

Remember when you first became a leader? You probably had many questions and might have even felt confused about who to talk to and how to do everything! Did you feel nervous attending your first Leader Meeting; afraid you might not know anyone there? Well you were not alone. Most people feel a little unsure when they begin something new. New leaders are asking to be partnered with experienced leaders for at least the first year.

I have been leaving messages, but the leader has not responded. What do I do?

Try calling at different times of the day or evening or on a different day of the week. Try texting or sending an email if phone messages aren't working. If there is no response, send her a postcard. Let the Service Team or council know you are having trouble contacting the leader.

The leader has asked me questions I don't know how to answer. What should I do?

You are not expected to know all the answers. It is better to let the new leader know that you do not know the answer than to answer it incorrectly or find the answer and get back to the new leader later.. Give the leader the name and number of the appropriate person on the Service Team to answer the question. Customer Care representatives are available to answer questions at the council office – reghelp@girlscoutsaz.org.

The leader has brought up a sensitive issue or a challenging situation about an adult or a girl in the troop. What should I do?

Encourage the leader to contact the Service Team and discuss the situation. Part of their job is to help with sensitive issues and challenging situations. Confidentiality is important.

The new leader calls all the time and it feels as though I am spending more time than I thought would be necessary. What do I do?

Gently remind the leader of all the resources in the Volunteer Support Network. They will need to call on those as situations arise throughout their career as a Girl Scout Leader. If more intense help is needed, let the Service Team know so that they can assign a mentor.

E.L.F. EMAIL TEMPLATES

Subject: A message from your Girl Scout ELF

WELCOME TO THE SERVICE UNIT

Hi [Name],

We're so excited to welcome you to our Girl Scout family and Service Unit!

I'm your Experienced Leader Friend (E.L.F.), and I'm here to support you as you continue your Girl Scout journey. Whether you have questions, need guidance with your troop, or just want to connect with someone who's been there—I'm just a call or email away.

Starting something new can feel overwhelming, but you're not alone. I'm here to help every step of the way!

Looking forward to cheering you on as your troop grows and thrives.

Yours in Girl Scouting,

[your name]
[phone] | [email]

SU LEADER MEETING REMINDER

Hi [Name],

Just a friendly reminder that our Girl Scout Service Unit Leader Meeting is coming up soon—we'd love to see you there!

- When: [date / time]
- Where: [location]

It's a great chance to connect, share ideas, and get the latest updates to help make your troop experience even better.

If you need directions or a ride, don't hesitate to reach out—I'm happy to help!

Yours in Girl Scouting,

[your name]
[phone] | [email]

GOT QUESTIONS? I'M HERE TO HELP!

Hi [Name],

Starting something new always comes with questions—and that's totally normal!

As you begin your Girl Scout journey, I'm here to support you every step of the way. Whether it's something big or small, let's chat! I'd love to help make things easier for you.

Yours in Girl Scouting,

[your name]
[phone] | [email]

YOU'RE HALFWAY THROUGH – AMAZING WORK!

Hi [Name],,

Can you believe it? You're already halfway through your first year—and you're doing an incredible job!

Let's catch up soon—I'd love to hear how things are going and see how I can support you as you finish out the year strong.

Yours in Girl Scouting,

[your name]
[phone] | [email]

LET'S SWAP IDEAS!

Hi [Name],

I've got some fun and helpful ideas I'd love to share with you—and I'd love to hear yours too! Let's find a time to connect and inspire each other.

Looking forward to chatting soon!

Yours in Girl Scouting,

[your name]
[phone] | [email]

HAPPY GIRL SCOUT LEADER'S DAY!

Hi [Name],

Happy Girl Scout Leader's Day—you are truly amazing!

Thank you for everything you do to make a difference in the lives of girls. Your dedication, energy, and heart help build courage, confidence, and character every single day. We're so lucky to have you!

Wishing you a day filled with appreciation and a little sparkle.

Yours in Girl Scouting,

[your name]
[phone] | [email]

FRIENDLY REMINDER: ANNUAL TROOP FINANCE REPORT DUE!

Hi [Name],

Just a quick reminder that your Annual Troop Finance Report is due by June 30.

If you have any questions or need a hand getting it done, I'm here to help—don't hesitate to reach out!

Thanks for all you do to keep things running smoothly.

Yours in Girl Scouting,

[your name]
[phone] | [email]

DON'T FORGET TO HAVE FUN

Hi [Name],

Just a little reminder to pause, smile, and soak it all in—

Enjoy the girls. Enjoy the adventure. Enjoy the journey!

You're doing something truly special, and fun is a big part of the magic.

Yours in Girl Scouting,

[your name]
[phone] | [email]

HOW IS YOUR TROOP DOING?

Hi [Name],

I've been thinking about you and wondering how things are going with your Girl Scout troop!

I'd love to catch up—hear about the fun you've been having, any challenges you've faced, and how I can support you as you continue your journey.

Let's connect soon!

Yours in Girl Scouting,

[your name]

[phone] | [email]

CONGRATULATIONS!

Hi [Name],

Your troop made it through the year—what an amazing accomplishment!

Take a moment to reflect and savor all those special memories you've helped create. The adventures, the growth, the laughter—it all happened because of your dedication and heart.

So proud of all you've done!

Yours in Girl Scouting,

[your name]

[phone] | [email]