

**Service Unit Volunteer Support Manager**  
Position Description

The **Volunteer Support Manager's** purpose is to ensure that volunteers in the assigned area have the resources and support needed to provide a high-quality Girl Scouting experience to their girls. By providing coordination and support to the Volunteer Support Team, the Volunteer Support Manager helps the Service Unit achieve its goal of serving girls and supporting Leaders in a manner that is consistent with the Girl Scout Mission, Promise and Law.

**Qualifications:** The ability and willingness to contribute to a supportive Service Unit environment and conscientious effort toward meeting the responsibilities of the position is required. Good follow-through, communication and listening skills are a plus.

**Service Commitment:** The Service Unit Manager will appoint the Volunteer Support Manager for a one year renewable term in which she/he can expect to provide a minimum of approximately 1-2 hours of service weekly depending on the needs of the service unit. This is a year-round position.

**Supervision and Support:** The SU Volunteer Support Manager is supported by and accountable to the Service Unit Manager(s) and GSWW staff.

**SU Volunteer Support Manager agrees to:**

- Become/remain a registered GSUSA member.
- Attend appropriate training(s) and updates.
- Be guided in all actions by the Girl Scout Mission, Promise and Law, and comply with the policies of GSWW and GSUSA.
- Recruit, orient and support the Volunteer Support Team and other volunteers assisting with the support and retention of adult volunteers in the Service Unit.
- Participate in the development and implementation of Service Unit goals, assuring that the goals reflect the long term health and well-being of the Girl Scout movement by meeting the needs of the volunteers.
- Attend Service Unit Team and Volunteer/Leader's Meetings.
- Listen to volunteers' successes and concerns, and share with Service Unit Team and staff as appropriate.
- Assure that Service Unit volunteer meetings include information and training relevant to the guidelines relating to volunteer support, retention and general troop management.
- Maintain GSWW confidentiality standards.

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**The Girl Scout Mission:**

Girl Scouting builds girls of Courage, Confidence and Character who make the world a better place.

**The Girl Scout Promise:**

On my honor, I will try  
to serve God\* and my country,  
to help people at all times,  
and to live by the Girl Scout Law

\*May be replaced by a word that reflects your personal beliefs

**The Girl Scout Law:**

I will do my best to be  
honest and fair,  
friendly and helpful,  
considerate and caring,  
courageous and strong, and  
responsible for what I say and do,  
and to  
respect myself and others,  
respect authority,  
use resources wisely,  
make the world a better place, and  
be a sister to every Girl Scout