

girl scouts   
of western washington

# Service Unit Team Manual

Last Updated 2023

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# Girl Scout Ideals



## Girl Scout Mission

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

## 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 spiritual belief.

## 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.



## Girl Scouts of Western Washington Vision Statement

We invest in our community through Girl Scouts. Our community represents every race, ethnicity, income level, sexual orientation, ability, and religion; reflects a spectrum of gender identity; and connects across geographic locations. By focusing our attention on community members who are furthest from racial, economic, and social justice, Girl Scouts can be an instrument of change, promoting equitable outcomes for all. We wholly commit to taking action to grow as an anti-racist and anti-oppressive organization so that, through Girl Scouts, our members are affirmed as they strive to make our community and world better.



## Girl Scouts of Western Washington Land Acknowledgment

We begin by acknowledging the region we inhabit today as the traditional home of the Coast Salish people. We express gratitude to the original caretakers of this land who are still here and working to steward the land, plants, animals, and other resources that are not only vital to Coast Salish wellbeing, but to the wellbeing of our entire region.

We recognize the catastrophic impacts of colonialism and racism of broken treaties and genocide that continue today. In our commitment to equity, Girl Scouts is working to address and eliminate racism and racial inequality in all its forms including educating and supporting future leaders who will work to help make this region more equitable and sustainable.

# The Service Unit (SU)

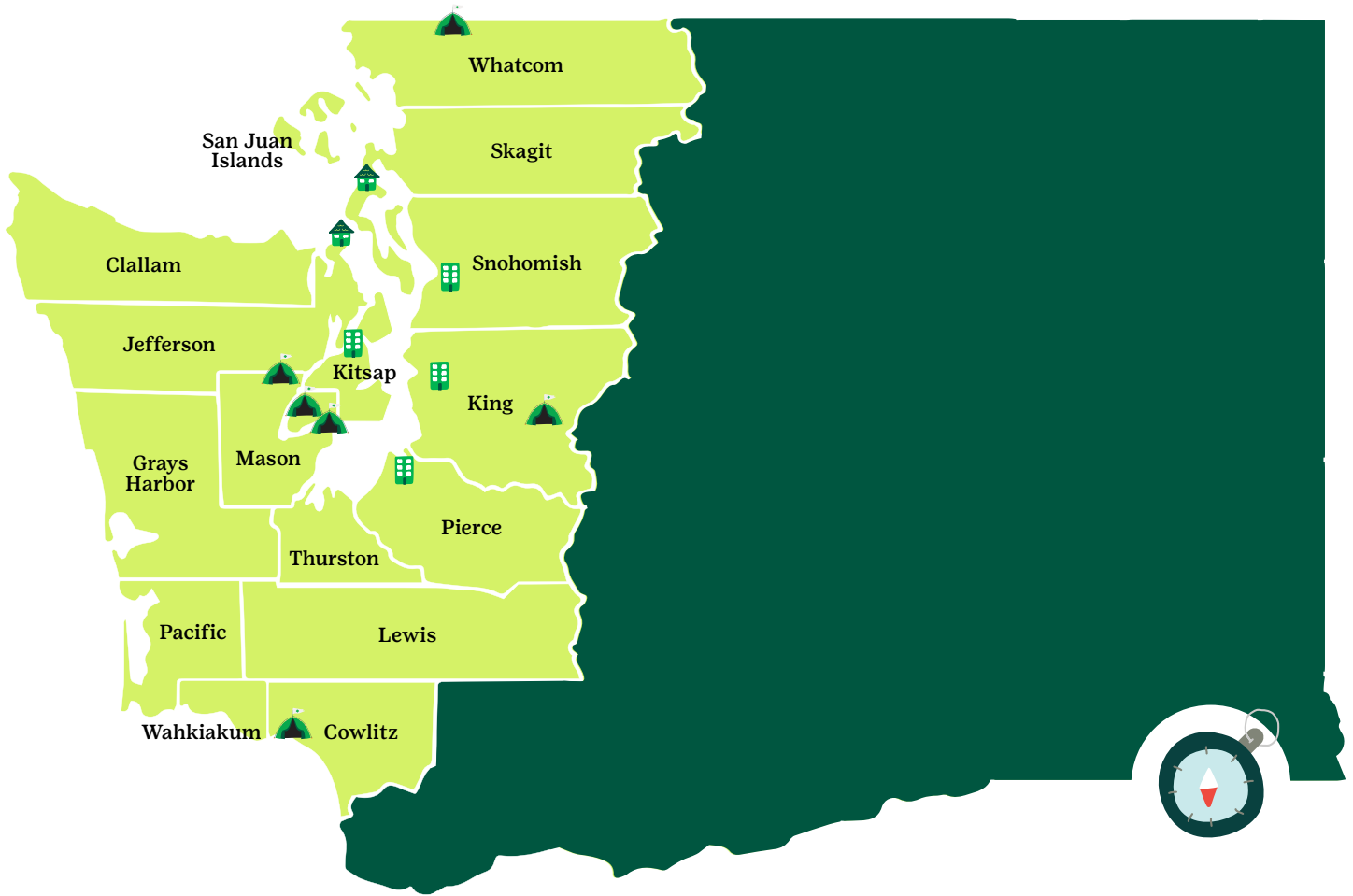
## What is a SU?

A Girl Scout service unit is a community of youth, volunteers, and families grouped together within a defined geographic area. The service unit team is an essential, local, volunteer-led support system that organizes training, meetings, and events. A SU also provides Girl Scout programs and membership support for volunteers, youth, and caregivers.

## Service Unit Responsibilities



# Council Map



**Seattle Administrative Office**  
5601 6th Ave. S Suite 150  
Seattle, WA 98108

**Port Townsend Girl Scout House**  
838 Tyler St.  
Port Townsend WA, 98368

**Camp River Ranch**  
33318 NE 24th St.  
Carnation, WA 98014

**Tacoma Retail Store**  
5849 Tacoma Mall Blvd. Suite D  
Tacoma, WA 98409

**Oak Harbor Girl Scout House**  
759 SE 4th Ave.  
Oak Harbor, WA 98277

**Camp Robbinswold**  
N 39580 Highway 101  
Lilliwaup, WA 98555

**North Regional Office and Store**  
3224 Wetmore Ave. A.  
Everett, WA 98201

**Camp Evergreen**  
655 Mill Creek Rd.  
Longview, WA 98632

**Camp St. Albans**  
251 E Lake Devereaux Rd.  
Allyn, WA 98524

**Bremerton Girl Scout Program**  
Center and Satellite Store  
1600 NE Winters Rd.  
Bremerton, WA 98311

**Camp Lyle McLeod**  
800 Twin Lakes Rd.  
Tahuya, WA 98588

**Camp Towhee**  
9010 Heady Rd.  
Sumas, WA 98266

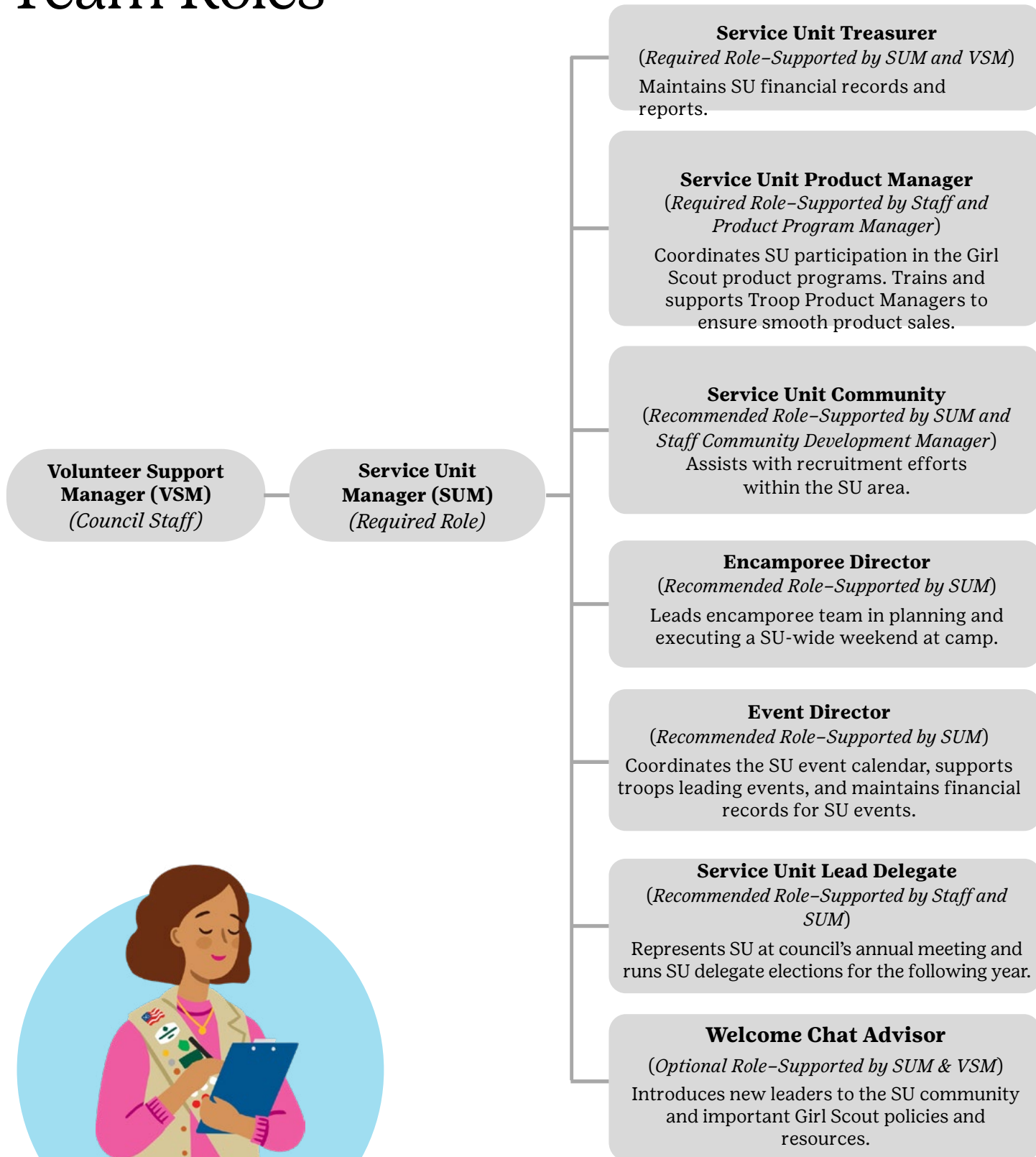
For office & store hours visit our website at [www.GirlScoutsWW.org/contact](http://www.GirlScoutsWW.org/contact)

## Service Unit Locations

SU#	Service Unit Area	County
003	Federal Way/East Tacoma	King/Pierce
011	Renton	King
020	Renton/North Kent	King
021	Auburn	King
023	Kent	King
024	Maple Valley/Enumclaw	King
026	Covington	King
030	Burien/Tukwila	King
033	Des Moines	King
111	Ferndale/Blaine/Custer	Whatcom
112	Lynden/East Whatcom	Whatcom
120	Bellingham	Whatcom
130	San Juan Islands	San Juan
140	Burlington/Sedro-Wooley/Concrete	Skagit
142	Mount Vernon/Conway	Skagit
144	Anacortes	Skagit
150	Coupeville	Island
151	South Whidbey	Island
152	Oak Harbor	Island
210	Lake Stevens/Granite Falls	Snohomish
211	Marysville	Snohomish
212	Stanwood/Camano	Snohomish
215	Arlington	Snohomish
220	Mukilteo	Snohomish
222	South Everett/Mill Creek	Snohomish
223	Snohomish	Snohomish
224	North Everett	Snohomish
225	Monroe/Maltby/Sultan/Goldbar/ Index	Snohomish
245	South Snohomish	Snohomish
310	North Kitsap	Kitsap
311	Bainbridge Island	Kitsap
312	Bremerton	Kitsap
314	South Kitsap	Kitsap
315	Silverdale	Kitsap
320	Sequim	Clallum
321	Forks/Neah Bay	Clallum
323	Port Angeles	Clallum
328	Shelton/Belfair	Mason
330	Port Townsend	Jefferson

SU#	Service Unit Area	County
409	Woodinville	King
411	Bothell North	King
412	Bothell South/Kenmore	King
420	Kirkland/Rosehill	King
421	Juanita	King
422	West Redmond	King
423	East Redmond	King
424	Sammamish	King
430	Mercer Island	King
431	South Bellevue	King
435	North Bellevue	King
440	Issaquah/Sammamish	King
441	Carnation/Duvall	King
442	North Bend/Snoqualmie/Fall City	King
444	Issaquah West/Renton	King
510	Shoreline	King
520	North East Seattle	King
530	North West Seattle	King
540	Central/South Seattle	King
550	West Seattle/Vashon	King
604	JBLM	Pierce
605	Parkland/Midland	Pierce
606	Puyallup	Pierce
607	Bonney Lake	Pierce
611	North Tacoma	Pierce
615	University Place	Pierce
616	South East Tacoma	Pierce
621	Lakewood/DuPont	Pierce
622	Gig Harbor	Pierce
623	Lacey	Thurston
624	Yelm/Rainier/Roy/Tenino	Thurston
626	Olympia/Tumwater	Thurston
629	South Thurston/Lewis	Lewis
630	Greater Lewis County	Lewis
640	South Pacific and Wahkiakum	South Pacific, Wahkiakum
643	Kelso/Longview/Kalama	Cowlitz
645	Woodland/Ariel/Cougar	Cowlitz
647	Graham/Spanaway	Pierce
651	Grays Harbor/N. Pacific Co.	Grays Harbor, Pacific

# Service Unit Team Roles



# Service Unit Team

## Role Descriptions and Resources

These are crucial roles to supporting a thriving SU. Please feel free to use these descriptions on your resume.

### *Service Unit Manager*

The service unit manager (SUM) is responsible for planning and leading monthly volunteer meetings, holding regular service unit team meetings, assisting with conflict management, and guiding goal setting for the service unit. The SUM is required to attend monthly roundtable meetings. In addition, they should have general awareness of troop activities such as travel and money earning and work with council staff as necessary. The SUM works in partnership with their council volunteer support manager to support the service unit.

**Job Description:** [Service Unit Manager](#)

#### Training Required

- SUM Workshop (typically offered in late summer; see event calendar for dates)
- Additional gsLearn modules as recommended
- SUM roundtable (monthly; connect with your volunteer support manager for dates)

#### Resources and Links

- [Admin SUM Facebook page](#)
- Guide to Service Unit Roster Access in Looker  
(connect with your volunteer support staff for a copy)
- [SUM/ADMIN Demo VTK userguide](#)
- [GSWW Volunteer Policies](#)
- [Volunteer Essentials](#)
- [Partnering with Council Support](#)



## Building a Team

- [Recruiting Your Team](#)
- [Volunteer Profile](#)
- [Exploring Leadership Styles: The Birds](#)

## Meetings

- [Virtual Meeting Resources](#)
- [Meeting Planning Guide](#)
- [Meeting Agenda Template](#)
- [Short & Snappy/Hot Topics/SUMore](#)  
*Provided by Girl Scouts of Green and White Mountains*

## Conflict Management

- [GSWW Behavior Norms](#)
- [Understanding Conflict](#)
- [Managing Girl Scout Behavior](#)

## Conflict Management

- [Safety Activity Checkpoints](#)
- [Insurance 101](#)
- [Insurance Information for Volunteers](#)
- [Incident Report Webform](#)
- [Safety and Permission Additional Resources](#)
- [Site Safety Checklist](#)

## Succession

- [Succession Planning](#)

# Service Unit Treasurer

The service unit treasurer is trained as the expert on Girl Scout finance issues for the service unit. The service unit treasurer is highly organized and comfortable with Microsoft Excel. The treasurer will maintain service unit financial records and complete the service unit end of year finance report. The treasurer supports troops with questions regarding troop finance reports.

## Service Unit Treasurer Duties:

- Manage the service unit’s checking account(s)
- Manage online service unit payment platforms (Square/Cheddar Up/Venmo)
- Pay invoices for all service unit activities and events
- Complete and submit service unit financial reports to council
- Participate as an active member of the service unit team by attending regular meetings and reporting out on service unit financials
- Support troop volunteers with money management best practices and finance report submission

Job Description: [Service Unit Treasurer](#)

### Training Required

Coming soon!

### Financial Calendar

<b>Fall</b>	Submit SU financial reports due early September Promote best practices for troop record keeping at the start of the Girl Scout membership year Manage event spending for SU events
<b>Winter</b>	Ongoing management of event spending for SU events
<b>Spring</b>	Ongoing management of event spending for SU events
<b>Summer</b>	Monitor remaining allocation funds and ensure they are spent in collaboration with service unit manager Prepare for SU financial reports due early September Financial planning for next Girl Scout membership year

## Training Required

Each service unit should have at least one checking account (referred to as the allocation account) to be used solely in support of Girl Scout business and activities for the service unit. A service unit may have an additional separate events account for supporting all programming and events run by the service unit. Any service unit bank account requires a minimum of two signers, one of which must be the service unit treasurer.

**Allocation Account and Funds:** Service units receive annual funding from Girl Scouts of Western Washington at the beginning of new Girl Scout year to offset administrative costs and promote volunteer recognition. The amount varies by service unit and is determined by youth registration numbers on September 30. The current calculation is (# of youth) x \$1.10 + 100 - (any remaining allocation funds from the previous year) = allocation.

### Allocation money...

- MUST be spent within the same Girl Scout year it is received.
- SHOULD be reduced to ZERO or close by August 31. Any remaining balance of allocation funds will be subtracted from the amount given in the next year.
- CAN ONLY BE USED FOR:

<b>Administrative Costs</b>	Postage, meeting supplies, copies, renting meeting space, childcare for service unit meetings
<b>Food and/or Beverages</b>	For volunteer meetings or other adult events
<b>Adult Recognition</b>	Adult volunteer recognition, including activities, gifts, events for leaders and service unit volunteers
<b>Recruitment</b>	Program supplies and expenses for recruitment events, approved by volunteer support manager or community development manager
<b>Highest Award Recognition</b>	Limited to recognition for Silver and Gold earners
<b>SU Trainings/ Workshops</b>	Registration fees for council-sponsored SU team or manager workshop or other education programs that will benefit the service unit as a whole (eg. Quantity Cook, First Aid, Archery, Small Craft Safety). Must be approved by volunteer support manager

**Event Funds and Account:** Service unit event funds may be collected within the SU allocation account. However, they must be tracked on separate ledgers from the allotted allocation funds provided by Girl Scouts of Western Washington. If service units wish, they can open up a dedicated event account to hold all programming and event funds separate from allocation funds.

### **Additional Funds:**

- **SU Money Earning:** Service units are not independently recognized non-profits; however they are permitted to engage in separate fundraising activities, much like troops. Fundraising activities must be approved by the volunteer support manager and follow requirements within the Money Earning Guide.
- **SU Renewal Incentives:** A service unit can earn additional money to be used for reaching renewal benchmarks during the early renewal window. These funds are deposited into the allocation account but are not considered allocation funds and can be used for either youth or adult volunteer activities.

### **Resources and Links**

- [SU Allocation Checklist](#)
- [SU Financial Report](#)
- [SU Allocation Ledger](#)
- [SU Event Ledger](#)
- [Key Bank Fee Schedule](#)
- Using Cookie Dough for SU Events: [Registrar Request for Cookie Dough Use](#)
- Using Financial Assistance for SU Events (contact our customer care team)
- [Troop Money Earning and Banking](#)

## *Service Unit Product Manager (Fall Product)*

The service unit Fall Product manager conducts all facets of the SU's Fall Product sales. This person will work closely with the service unit manager, troop Fall Product managers, and council product program team. Duties also include training troop Fall Product managers (TPRMs), distributing troop materials, and maintaining accurate records using the fall product company website. This individual will be financially responsible and must maintain integrity when managing funds, receipts, sales reports, and deposit slips. Strong math skills and an attention to detail are required in this position.

**Job Description:** [Service Unit Product Manager](#)

### Training Required

- Annual Product Program fall sale training, typically in August

### Resources and Links

- [Fall Product Program](#)

## *Service Unit Product Manager (Cookies)*

The service unit product manager for Girl Scout Cookies handles almost everything to do with cookie season. This person should have excellent communication, organizational, and mathematic skills—patience is helpful! This position works in partnership with the service unit manager and council staff to make cookie sales a success. A large portion of record keeping is done in Ebudde, making strong computer skills and easy access to technology a must.

**Job Description:** [Service Unit Product Manager](#)

### Training Required

- Annual Product Program cookie training, typically in November

### Resources and Links

- [For Cookie Sellers \(girlscoutsww.org\)](http://girlscoutsww.org)
- [LBB Cookie Tech Portal \(littlebrownie.com\)](http://littlebrownie.com)

## *Encamporee Director*

The Encamporee Director plans and executes encamporees for the service unit. This individual must complete the encamporee director, Day Trip Planning, and Outdoor Overnight workshops. The person in this position knows how to develop and manage the event budget and will participate in and oversee the complete camp experience (meals, activities, staff/leader training, administrative reports, and safety plan). The encamporee director will also recruit and supervise a team of camp volunteers, including older Girl Scouts and/or adults.

**Job Description:** [Service Unit Encamporee Director](#)

### Training Required

- gsLearn Weekend Camp Planning Team Learning Path
  - Girl Scout Program
  - Volunteer Essentials, Volunteer Policies, Safety Activity Checkpoints, and more!
  - Day Trip Planning
  - Basic Overnights
  - Outdoor Overnight or Equivalency (in-person)
  - Planning Weekend Camps (in-person)
  - Large Group First Aider (optional)

### Resources and Links

- [Camp and Outdoors](#)

## *Event Director*

The event director develops an annual plan for service unit events in collaboration with troop leaders and the service unit team. The event director is a leadership position that requires the ability to recruit and guide others to support the development and delivery of programs, events, community service and activities. The service unit event director maintains accurate financial records for each event, and supports the promotion, organization, registration, and payment for events. The person in this role will have strong leadership and organizational skills.

**Job Description:** [Service Unit Event Director](#)

### Training Required

- gslern Event Director module, or in-person Event Planning workshop

### Typical Service Unit Events

**Service Unit Event:** A service unit event is an event that is put on by a troop or by the service unit team as a service to Girl Scouts in the community and is not a money earning opportunity. Running a service unit event is a valuable opportunity for Girl Scout youth to learn leadership, planning and organizational skills in accordance with the Girl Scout Leadership Experience (GSLE) and is a natural progression for a Take Action project or Highest Awards project.

**Troop Money Earning Event:** A troop money earning event is an event that is hosted and planned by Girl Scout youth with the purpose of earning money toward a Girl Scout-determined goal. A troop money earning event should follow the money earning guidelines and have a pre-approved money earning application. Funds should be run through the troop account and be reported on the Annual Troop Finance Report (ATFR). It should be clearly stated on the event flyer or social media posting that this is a money earning event. Troop money events are not able to accept financial assistance as payment.

**Service Unit Money Earning Event:** A service unit money earning event is an event that intentionally earns money to fund service unit scholarships or activities that may benefit Girl Scout youth or volunteers. Service units should follow the same money earning guidelines that a troop is required to follow. In addition, Service units should not use traditional SU events such as World Thinking Day, Founders Day, Cookie Rallies, or bridging as money earning opportunities. These events should be kept at a reasonable cost so there is no financial barrier to attending.

## Service Unit Event Best Practices

Having a set of service unit event guidelines creates expectations that will ensure continued successfully planned and executed service unit events. The event director training also provides valuable resources and best practices towards running your events.

1. Service unit teams can and should determine which events are deemed “service unit events” and which events will be open to troops for money earning opportunities. *Per the money earning guidelines, encamporees cannot be money earning events.*
2. Additional money earning opportunities can be added to a service unit event to provide additional incentive for a troop to host an event. Money earning opportunities should be youth-led. Examples include bake sales, face painting booths, photo booths, and badge earning workshops. A money earning application is required by the troop (see [Money Earning Guide](#)).
3. Ideally, an event should be advertised at least two months in advance in order to allow for maximum participation. Registration should indicate a cutoff for registration submission.
4. Service unit events should have a pre-determined budget so that the event breaks even with expenses and income. Budgets can be determined by prior event history and by doing research and price checking in advance of the event. The [Event Planning Worksheet and Budget](#) can be used to create an outline for your event and allow for a service unit oversight of troop run events.
5. Service unit events can and should advertise financial assistance or Cookie Dough as one option for payment. If financial assistance is chosen as method of payment, the service unit event registrar should contact the customer care team for the current Service Unit Event Distribution Request form.
6. Service unit events must be run through the service unit account. Payment should be made to the service unit and this should be indicated on the event flyer. Troops that are running these events can have the service unit pay for deposits and patches, or the troops can pay in advance and save the receipts to be refunded by the service unit. There should be a service unit event ledger for each service unit event that gets turned in with the annual SU finance report that includes all original receipts.

## Resources and Links

- [Event Planning Guide](#)
- [Money Earning Guidelines](#)
- SU Event Ledger Financial Reporting (Coming soon!)
- [Event Planning Worksheet and Budget](#)
- Using Cookie Dough for SU Events: [Registrar Request for Cookie Dough Use](#)
- Using Financial Assistance for SU Events (contact our customer care team)



## *Service Unit Community Outreach Volunteer*

The service unit community outreach volunteer functions as a bridge between your Girl Scout community and council, working closely with the community development manager (CDM) for your region. As a team, we recruit new Girl Scouts in your area. Together, we identify areas of support pertaining to new troop creation and existing troop growth. The community outreach volunteer participates in developing recruitment strategy and opportunities for community recognition, relevance, and presence.

**Job Description:** [Service Unit Community Outreach Volunteer](#)

### Training Required

Coming soon!

### Resources and Links

- [Let us know about recruitment events in your area and request flyers, materials, and/or support. Girl Scouts of Western Washington - Recruiting Event Submission \(office.com\)](#)
- [Upcoming Council Recruitment Events](#)

## *Lead Delegate*

The lead delegate will represent the service unit at the council's annual meeting. They run the service unit delegate election and lead adult and youth delegates through the annual meeting process. This person should be prepared to stay informed about Girl Scout issues.

**Job Description:** [Service Unit Lead Delegate](#)

### Resources and Links

- [Volunteer as a Delegate Representative](#)
- [Girl Scouts of Western Washington Bylaws](#)
- [Sample Delegate Confirmation Packet](#)

# Other Service Unit Roles:

## *Communications Coordinator*

The service unit communications manager is in charge of record keeping at all service unit meetings. The person in this position will be highly organized and possess strong time management skills, frequently communicating with the service unit via email and other technology devices. This role requires thorough note taking, high attention to detail, and timely communication skills.

**Job Description:** [Communications Coordinator](#)

### Resources and Links

- ▣ [Social Media Best Practices](#)

### Girl Scouts of Western Washington Social Media

- ▣ [Facebook](#)
- ▣ [Twitter](#)
- ▣ [Instagram](#)
- ▣ [LinkedIn](#)
- ▣ [YouTube](#)
- ▣ [TikTok](#)
- ▣ [Pinterest](#)

### Regional Events and Opportunities

- ▣ [King County Facebook Group](#)
- ▣ [North Region Facebook Group](#)
- ▣ [South Region Facebook Group](#)
- ▣ [Peninsula Region Facebook Group](#)

## *Welcome Chat Advisor*

The welcome chat advisor is a warm and friendly person who is knowledgeable about Girl Scouts and basic policies. As a support for new volunteers, this individual will provide basic information and direct volunteers to the correct resources. This position works with your council volunteer support manager (VSM) to bring new volunteers onboard.

**Job Description:** [Welcome Chat Advisor](#)

### Training Required

- ▣ In-person (or virtual) with VSM and/or outgoing welcome chat advisor if applicable

### Resources and Links

- ▣ [New Leader Guide to Success](#)

# Service Unit Calendar

Use this calendar as a guide of what service units (SU) should be covering during the Girl Scout year.

## Fall

## Winter

## Spring

## Summer

### To Do

#### September

- Investiture/rededication
- Fall Product training and sale
- Open houses/back-to-school night recruitment events
- Goal setting with VSM
- Spring Encamporee planning
- Fall Encamporee

#### October

- Fall Product sale
- Investiture/rededication
- Prepare Lead Delegate for delegate elections
- Fall Encamporee

#### November

- Delegate elections
- SUPM council cookie training
- Verify troop roster accuracy

#### December

- Delegate elections
- SU Cookie training
- Goal check-in with VSM

#### January

- SU cookie training
- Cookie rally
- Cookie sale begins

#### February

- Day camp promotion/registration

#### March

- Annual Meeting recap from delegates
- Cookie booth sales
- Spring Encamporee
- Day Camp promotion/registration

#### April

- Spring Encamporee
- SU Volunteer Appreciation
- Extended-year membership opens
- Goal check-in with VSM

#### May

- Spring Encamporee
- Early Renewal Campaign begins
- Annual Troop Finance Report (ATFR) review

#### June

- Spring Encamporee
- ATFR
- End-of-year celebration
- SU year reflection with VSM

#### July

- Day camp

#### August

- SUPM council fall training
- Day camp

### Important Dates

#### September

- (9/30) SU Financial reports due

#### October

- (10/1) Girl Scout Membership year begins
- (10/30) Juliette Gordon Low's birthday

#### December

- Council office closures\*

#### January

- Cookie Sale begins\*

#### February

- Annual Meeting\*
- World Thinking Day

#### March

- Girl Scout Week\*
- (3/12) Girl Scouts' birthday

#### April

- Volunteer Appreciation Month
- (4/22) Troop Leader Appreciation Day

#### June

- (6/30) ATFR due
- (6/30) Early Renewal ends

#### August

- (8/31) Deadline to spend SU allocation funds

\*Dates change yearly

# Your Service Unit Year-at-a-Glance

Month	Topics/Meeting Ideas	Events
August		
September		
October		
November		
December		
January		
February		
March		
April		
May		
June/July		

# Additional Service Unit Resources

## Volunteer Learning

- [Continued Learning through gsLearn](#)
- [Learning Conferences](#)
- [Diversity, Equity, Inclusion, Racial Justice, and Belonging \(DEIRJB\)](#)
- [Spotlight Program](#)
- [Spotlight Program Resources](#)