

Volunteer Position Description

Welcome Chat Advisor

Position Summary:

The **welcome chat advisor** connects new troop volunteers to their service unit (SU) community. This position conducts welcome chats with new leaders to answer questions, share pertinent information, tools, and resources. A welcome chat is an opportunity to provide new leaders with an introduction to Girl Scouts of Western Washington (GSWW), troop leading basics, and the local SU.

Responsibilities:

- Conduct onboarding of new leaders and connect to the SU community, including communication tools like social media, websites, and apps.
- Become and remain familiar with the GSWW New Leader Guide to Success.
- Stay current with Girl Scout resources related to new leader onboarding, safety, policies, troop checklists, and organizational standards (e.g., Volunteer Essentials, Volunteer Toolkit (VTK), and Safety Activity Checkpoints).
- Regularly communicate with new leaders, service unit manager (SUM), and volunteer support manager (VSM).
- Utilize various methods of communication including, social media, email, phone, virtual platforms, etc.
- Agree to be guided in all actions by the Girl Scout Mission, Promise, and Law, and to comply with the policies of GSWW and Girl Scouts of the USA (GSUSA).
- Create a welcoming atmosphere for youth and adults from all different social, cultural, ethnic, and economic backgrounds.
- Maintain GSWW confidentiality standards.

Qualifications:

- **Required Training:** gsLearn 'New Leader Learning' path recommended; attend one staff hosted welcome chat; ongoing leadership courses as related to the position.
- **Experience:** Prior troop leadership, two year minimum preferred.
- **Leadership Skills:** Building relationships with new leaders through mentoring. Commitment to inclusion regardless of race, ethnicity, physical or mental differences, geographic location, socioeconomic status, educational background or any other difference. Respect diverse viewpoints and willingness to engage in discussion.

- **Computer Skills:** Ability to use email, virtual meeting platforms and internet to access leader resources like the VTK, and to communicate with new leaders and GSWW staff.
- **Other Requirements:**
 - Must be 20 years of age or older.
 - Become a registered member of Girl Scouts.
 - Complete required volunteer application process by submitting volunteer application, criminal background check, undergoing interviews and evaluations by GSWW staff and SU team.
 - Ability and willingness to complete welcome chats in a timely manner.

Time Commitment:

- Varies by month, time of year, and delivery method.
- The average welcome chat is approximately 2 hours.

Reports To:

- Staff VSM.

Marketable Skills:

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| • Social media, Microsoft Office | • Training |
| • Communication | • Leadership |
| • Organization | • Coaching and mentoring |
| • Virtual meeting platform | • Public speaking |