

What is a Service Unit?

The service unit (SU) is made up of a community of volunteers, girls and their families in their local community. Each member of the unit plays an essential role in recruiting new members (adults and girls), engaging and retaining existing members through local events and opportunities hosted by the unit, the community and by Girl Scouts Heart of Central California.

What are the Key Functions of a Service Unit?

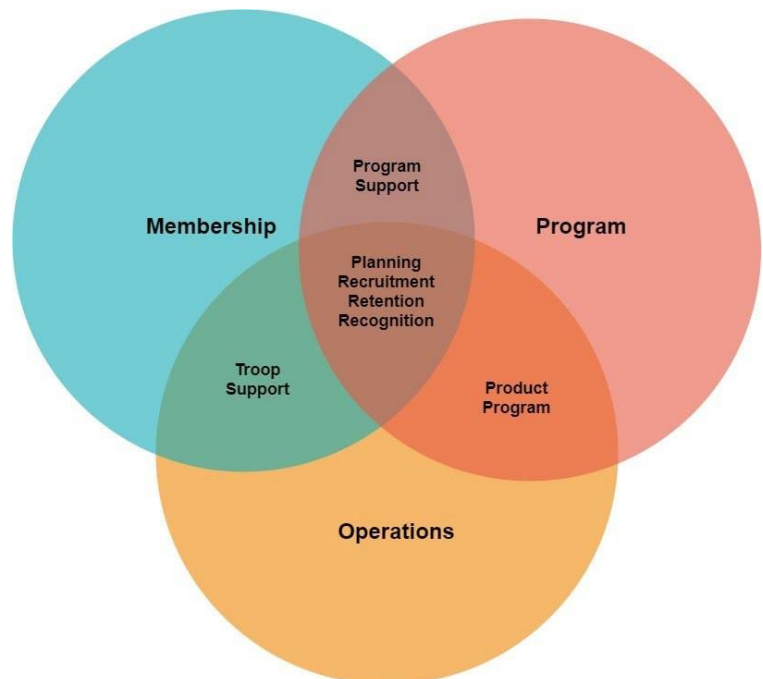
1. Support the Girl Scout mission to build girls of courage, confidence and character who make the world a better place.
2. Recruit volunteers and girls reflective of the diversity of the community.
3. Engage girls and their families in events, trainings and opportunities that build on their skills and knowledge.
4. Offer networking opportunities for Troop leaders, families, and girls.
5. Offer education and support to girls earning mentorship and higher awards.
6. Engage and support all members in renewing their memberships.
7. Offering positive communication platforms for sharing information, mentorship, and support.
8. Leverage communication and influence skills to resolve conflicts or difficulties in an appropriate manner.

What is a Service Unit Team?

The Service Unit (SU) Team is made up of a smaller group of volunteers and girls that provide an extra layer of support to unit members. The team works with council staff and community partners to organize training, mentorship, girl programs, networking and membership support for volunteers, girls and their families.

Service Team Positions

- Membership Lead
- Program Lead
- Operations Lead
 - Fall Product Program Manager
 - Cookie Program Manager



Service Unit Team Functions

Recruitment	Retention/Support	Recognition
<ul style="list-style-type: none"> • School and Community Partner Relationships • Support of Local Girl and Volunteer Recruitment • Support local new troops in the start-up process 	<ul style="list-style-type: none"> • Networking • Training • Product Program • Renewal Promotion • Events • Mentoring • Communication (internal and external) • Juliette Support • Girl Committees 	<ul style="list-style-type: none"> • Girl Awards • Volunteer Recognitions • Bridging • Troop and Individual Achievements • Promotion within the community of Girl Scout activities and achievements

General Lead Position Responsibilities

- Work together to coordinate Service Unit tasks and activities
- Provide regular meetings for service unit volunteers to receive support, training and networking
- Support local events and activities planned by and for girl members
- Support the recruitment, onboarding and support of local volunteers and girls
- Attend monthly GSHCC Mission Delivery Meetings, annual GSHCC Service Team Summit and Regional Networking events.
- Consistent communication within the team and to members and volunteers.
- Openly communicate with council headquarter staff about challenges, trends, successes, and progress towards service unit goals and objectives.
- Leverage communication and influence skills to resolve conflicts or difficulties in an appropriate manner with guidance from GSHCC customer care team.
- Adheres to the standards, policies and procedures of the Girl Scouts and promotes Girl Scouting in a positive manner to the public as well as to all internal and external customers.

Council Support to Service Units

- GSHCC Mission Delivery Meetings (monthly except June and December)
 - Information sharing
 - Networking and Training
- Quarterly Networking/Relationship Building Activities
- Annual Service Team Summit (planning and development)
- Annual Service Team Recognition Event
- Staff support to leader networking-minimum four times per year
- Bi-Annual meetings with Service Team and council leadership team
- Annual Meeting and two forums
- By Request Support

<ul style="list-style-type: none"> • Rental Materials/Printing 	<ul style="list-style-type: none"> • Training 	<ul style="list-style-type: none"> • Financial Assistance
<ul style="list-style-type: none"> • Recognitions Kit 	<ul style="list-style-type: none"> • Recruitment Kit 	<ul style="list-style-type: none"> • Diversity and Inclusion Support

SU Operations Lead

The operations lead oversees the communication and fiscal responsibilities for the service unit. Working with a small group of SU volunteers the operations lead supports the unit's efforts by maintaining product sales programs, service unit finances, and service unit communications. Additionally, cultivates, and maintains relationships with community partners and works collaboratively with other Service Unit Leads and council headquarter staff.

Responsibilities

- Attend monthly GSHCC Mission Delivery Meetings and annual GSHCC Service Team Summit
- Coordinate Service Unit Tasks and Activities with other Service Team Members
- Participate in an annual evaluation

Guides Unit members by

- Provides oversight to the product program process
 - Organizing training on the sales process, including strategies, documentation requirements, collection of money, and the importance of enforcing safety protocols.
 - Motivate and encourage leaders, parents, guardians, and Girl Scout members to formulate and achieve their product goals.
- Maintain Service Unit Finances and Property
 - Collaborate with service unit leads to develop the service unit budget.
 - Review and audit service unit team finances and bank reconciliations on monthly basis.
 - Submit Service Unit Financial Reports.
 - Keep records of any materials or assets owned by the service unit.
- Service Unit Communications
 - Maintain Service Unit Rally Page.
 - Coordinate communication to volunteers, members and families in the service unit.

Marketable Skills

- Leadership and motivational skills
- Problem-solving skills
- Decision-making skills
- Training and mentoring skills
- Conflict Resolution skills
- Account reconciliation
- Public speaking and presentation skills
- Leadership and motivational skills
- Strong communicator
- Budget preparation

Accountability

- Appointed for the assigned service unit and accountable to essential support team for one year and may be reappointed annually.

Qualifications

- Must be in good standing with the Girl Scouts Heart of Central California (GSHCC).
- Be available to attend monthly SU and Mission Delivery Meetings.
- Be a currently registered adult member of Girl Scouts of the United States of America (GSUSA), have a current Criminal Background Check on file, has completed Building an Inclusive Sisterhood Trainings and agrees to complete all required SU Lead and Team trainings (gsLearn and in person).
- Accept and adhere to the purpose and principles of the Girl Scout movement and the goals of GSUSA and the Girl Scouts Heart of Central California (GSHCC).

SU Membership Lead

The Membership Lead is responsible for providing support and mentorship for unit volunteers and recognizing girls and volunteers within the unit. Working with a small group of SU volunteers the membership lead maintains the records of girls and adult volunteers to further support recruitment, retention and recognitions within the service unit. Additionally, cultivates, and maintains relationships with community partners and works collaboratively with other Service Unit Leads and council headquarter staff.

Responsibilities

- Attend monthly GSHCC Mission Delivery Meetings and annual GSHCC Service Team Summit
- Coordinate Service Unit Tasks and Activities with other Service Team Members
- Participate in an annual evaluation

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- Welcoming new leaders, volunteers and members
- Provide New Leader support and guidance
- Maintaining Service Unit Records
 - Managing Service Unit rosters-troops, Juliettes, Program Aides
 - Monitor volunteer and girl training
 - Establish, cultivate, and maintain contacts with community organizations, faith communities, schools, and businesses to market Girl Scouting, recruit volunteers and organize collaborative partnerships.
- Recognizing the achievement of service unit volunteers and girl members
 - Promoting local and board approved volunteer recognitions
 - Recognizing years of service and membership
 - Support and recognize girl mentoring, service and higher awards

Marketable Skills

- Leadership and motivational skills
- Public speaking and communication skills
- Problem-solving skills
- Decision-making skills
- Training and mentoring skills
- Conflict Resolution skills
- Sales/Recruitment skills

Accountability

- Appointed for the assigned service unit and accountable to the essential support team for one year and may be reappointed annually.

Qualifications

- Must be in good standing with the Girl Scouts Heart of Central California (GSHCC)
- Be available to attend monthly SU and Mission Delivery Meetings
- Be a currently registered adult member of Girl Scouts of the United States of America (GSUSA), have a current Criminal Background Check on file, have completed all Building an Inclusive Sisterhood Training, and agrees to complete all required SU Lead and Team training (Gs Learn and in-person).
- Accept and adhere to the purpose and principles of the Girl Scout movement and the goals of GSUSA and the Girl Scouts Heart of Central California (GSHCC).

SU Program Lead

The Program Service Unit Lead is responsible for providing support and mentorship for unit volunteers. Working with a small group of SU volunteers the program lead oversees the organization of events, community service, skills-building opportunities, and event training to prepare troops and volunteers to run events for the service unit. Additionally, cultivates, and maintains relationships with community partners and works collaboratively with other Service Unit Leads and council headquarter staff.

Responsibilities

- Attend monthly GSHCC Mission Delivery Meetings and annual GSHCC Service Team Summit
- Coordinate Service Unit Tasks and Activities with other Service Team Members
- Participate in an annual evaluation

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- Providing oversight of training to prepare troops and volunteers for leading events and maintaining historical knowledge of units past events.
- Collaborate with council program, strategies, and engagement team to create logistics for local Girl Scout programming including events, camporee, and/or day camps
- Identify opportunities for girls to engage in community service in the local community
- Openly communicate with Girl Scout staff about challenges, trends, successes, and progress towards service unit program goals and objectives.
- Be a scout for community events that girls scouts can participate in as a whole, service unit, or individually.

Marketable skills:

- Public speaking skills
- Public relations skills
- Communication skills
- Training skills
- Leadership and motivational skills
- Conflict Resolution
- Program management

Accountability

- Appointed for the assigned Service Unit and accountable to Program Strategies and Engagement Team for one year and may be reappointed annually.
- Ensure that the Program Strategy and Engagement team when events are taking place.

Qualifications

- Must be in good standing with the Girl Scouts Heart of Central California (GSHCC)
- Be available to attend monthly SU and Mission Delivery Meetings
- Be a currently registered adult member of Girl Scouts of the United States of America (GSUSA), have a current Criminal Background Check on file, has completed all Building an Inclusive Sisterhood Training and agrees to complete all required SU Lead and Team training (Gs Learn and in-person).
- Accept and adhere to the purpose and principles of the Girl Scout movement and the goals of GSUSA and the Girl Scouts Heart of Central California (GSHCC).

SU Cookie Manager

The SU Cookie Manager is responsible for the SU cookie program team for the unit. This team supports Troop Cookie Managers with understanding the cookie program policies, timeline and deadlines. Additionally, cultivates, and works collaboratively with other Service Unit members and council staff.

Responsibilities

- Attend annual Service Unit Cookie manager training. Coordinate training for Troop Cookie Managers. With the support of the team coordinate cookie distribution, local booth site locations and distribution of cookie incentives.

Guides Unit members by

- Providing training to troop cookie managers on their role and how to set troop goals with girls.
- Help troops teach girls about The 5 Skills.
- Assist troops with online Cookie Program platform and sales reports.
- Ensure troops meet the order submission deadlines set forth by council staff
- Review initial orders and recognitions online.
- Provide timely communication & support to the troops within your service unit.
- Accept delivery of program materials and rewards for the service unit and distribute as needed to each troop participating in the cookie program.

Marketable skills:

- Public speaking skills
- Public relations skills
- Communication skills
- Training skills
- Leadership and motivational skills
- Conflict Resolution
- Program management

Accountability

- Appointed for the assigned Service Unit and accountable to Essential Support Team for one year and may be reappointed yearly.

Qualifications

- Must be in good standing with the Girl Scouts Heart of Central California (GSHCC)
- Be available to attend training and monthly GSHCC Mission Delivery meetings during the cookie program season.
- Be a currently registered adult member of Girl Scouts of the United States of American (GSUSA), have a current Criminal Background Check on file, has completed all Building an Inclusive Sisterhood Training and agrees to complete all required SU Lead and Team training (gsLearn and in-person).
- Accept and adhere to the purpose and principles of the Girl Scout movement and the goals of GSUSA and the Girl Scouts Heart of Central California (GSHCC).

SU Fall Product Program Manager

The SU Fall Product Program Manager is responsible for the SU Fall product program team for the unit. This team supports Troop Fall Product Program Managers with understanding the Fall product program policies, timeline and deadlines. Additionally, cultivates, and works collaboratively with other Service Unit members and council staff.

Responsibilities

- Attend annual Service Unit Fall Product Program manager training. Coordinate training for Troop Fall Product Program Managers. With the support of the team coordinate product distribution and distribution of program incentives.

Guides Unit members by

- Providing training to troop fall product program managers on their role and how to set troop goals with girls.
- Help troops teach girls about The 5 Skills.
- Assist troops with online Fall Product Program platform and sales reports.
- Ensure troops meet the order submission deadlines set forth by council staff
- Review initial orders and recognitions online.
- Provide timely communication & support to the troops within your service unit.
- Accept delivery of program materials and rewards for the service unit and distribute as needed to each troop participating in the Fall product program.

Marketable skills:

- Public speaking skills
- Public relations skills
- Communication skills
- Training skills
- Leadership and motivational skills
- Conflict Resolution
- Program management

Accountability

- Appointed for the assigned Service Unit and accountable to Essential Support Team for one year and may be reappointed yearly.

Qualifications

- Must be in good standing with the Girl Scouts Heart of Central California (GSHCC)
- Be available to attend training and monthly GSHCC Mission Delivery meetings during the Fall product program season.
- Be a currently registered adult member of Girl Scouts of the United States of America (GSUSA), have a current Criminal Background Check on file, has completed all Building an Inclusive Sisterhood Training and agrees to complete all required SU Lead and Team training (gsLearn and in-person).
- Accept and adhere to the purpose and principles of the Girl Scout movement and the goals of GSUSA and the Girl Scouts Heart of Central California (GSHCC).

Additional Information and Resources

Virtual Office Hours:

Essential Support - Weekly

Girl Scout Basics, Troop Leader Support, Service Team Support, Grade Level Basics, Training Questions

- Mondays- 7 to 8 p.m.
- Wednesdays-12 to 1 p.m.
- Fridays-3:30 to 4:30 p.m.

Recruitment - Weekly

Girl and Volunteer Recruitment

- Fridays-11 a.m. to 12 p.m.

Program Strategy and Engagement - Monthly

- Third Tuesdays- 12 to 1 p.m.
- Third Thursdays- 12 to 1 p.m.

Links and passwords listed on the Service Team and Troop Leader Networking Rally Calendars

GSHCC Mission Delivery Meetings:

- Three meeting options a month
 - 4th Sundays-2:00 to 3:30 p.m.
 - 4th Tuesdays-6:30 to 8:00 p.m.
 - 4th Thursdays-11 a.m. to 12:30 p.m.
- National and Council Updates and News
- Breakout by Role
 - Role Specific Information and Training
 - Mentoring
 - Discussion

Links on Service Team Networking Rally

GSHCC Mission Delivery Staff Facilitators:

Form Links

- [Service Unit Request for Support](#)
 - This form can be used by service team members to request specific types of support including: Leader Meeting Presentations, Special Trainings and Workshops, Mediation, Service Team Meeting/Planning Support, Printing or Materials or other types of support.
- [Training by Request](#)
 - This form can be used to coordinate trainings in the local service unit area.