



Girl Scouts Central Maryland
4806 Seton Drive
Baltimore, MD 21215-3247
T 410 358.9711, 800 492.2521
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www.gscm.org

Approved by the Board of Directors
6/15/04

Girl Scouts of Central Maryland Volunteer Development System

Volunteers have been the support of the Girl Scout Movement since its founding in 1912. Girl Scouts of Central Maryland could not fulfill its commitment to girls or the communities served without the commitment and dedication of volunteers. Therefore, it is important to develop and maintain a system which attracts, develops and retains committed adults who embrace the Girl Scout Movement.

The purpose of the Volunteer Development System is to ensure that the council achieves its organizational goals through meaningful and satisfying volunteer involvement. The system is based on volunteer policies as approved by the Board of Directors of Girl Scouts of Central Maryland. The intent is to address the needs of today's volunteers while laying a foundation that will support them in the future. The procedures set forth provide a systematic and strategic way of ensuring an inclusive environment for adults in which their needs and interests can be matched to specific Girl Scout Volunteer positions.

Additionally, the Volunteer Development System allows the council to:

- Attract people from all segments of the population.
- Familiarize volunteers with the Girl Scout purpose.
- Value and recognize the contributions of each volunteer.
- Provide volunteers with clear, understandable position descriptions.
- Establish a trusting relationship between volunteers and employed staff.
- Establish a climate that encourages volunteers' satisfaction, self-motivation, and retention.
- Ensure that volunteers appropriately carry out the Girl Scout purpose.

Volunteer Recruitment

The recruitment process will include multiple recruitment messages offering flexibility to ensure that the organization has skilled prospective volunteers who are motivated to put their talents, skills, and abilities to work on behalf of the council's goals and objectives in exchange for some form of personal satisfaction. The recruitment messages should reach a diversified audience and when possible include benefits to the volunteer including, but not limited to, personal development, friendships, training opportunities, and skill building. The recruitment message should be included in all council publications including the council's web-site. The recruitment message should be ongoing throughout the year. The recruitment process should seek to attract a diverse group of volunteers.

Screening

Matching adults to volunteer positions will involve a series of screening techniques that allow the organization and the person to get to know each other and decide whether and how to best work together. Screening should be as sophisticated as necessary for the type of volunteer task under consideration. The screening process is designed to match the volunteer with the appropriate position. The screening process will vary depending upon the volunteer position to be filled.

Position Descriptions

Each volunteer should receive a position description in writing that will include title, summary of responsibilities, qualifications, time commitments and place of work. Position descriptions should be flexible to meet the needs of the volunteer and the organization.

Interview

Each applicant's interview will include information on the Girl Scout mission, vision, and goals, and will provide the opportunity to learn about the applicant's interests, motivations, and needs. The interview should cover the following:

- Knowledge, skills, and experience pertinent to the needs of the position.
- Preference or aversions to specific tasks or types of assignments.
- Schedule and availability.
- Willingness/ability to make the necessary time commitment and to meet other expectations of the organization such as training requirements, etc.
- Benefits of volunteering.

Placement

Every attempt will be made to place volunteers in positions that meet both their needs and the needs of the council. Individuals not placed in a position for which they applied may be recommended for other positions.

Adult Development

After appointment to their position, volunteers will receive appropriate training within the specified time frame.

The Board of Directors

Within six months of being elected to a position, the Board of Directors and members of the Nominating Committee will receive training provided by the CEO of GSCM and President/Chair and/or her designee.

Fund Development

The Director of Development will train individuals volunteering for fund development projects. This training is based on the needs of the specific fund raising project, goals and objectives of GSUSA and GSCM, and the guiding principals of fund development.

Leader/ Advisor

Troop group leaders/ advisors are required to complete their training within six months of appointment.

Other Volunteers

A GSCM staff member or her/his designee will train adults who volunteer for other positions within the council jurisdiction and who are not covered in the aforementioned sections. This training must take place within a specified time frame to appointment and can be “hands-on” training in lieu of training in a formal setting.

Mentors

Mentors are available to support the volunteers upon their request.

Girl Scouts of Central Maryland

Volunteer Policies

“We maintain that the strength of the Girl Scout Movement rests in the voluntary leadership of its adult members.” Blue Book of Basic Documents

All Girl Scout volunteers shall agree to abide by the policies and principals of Girl Scouts of the U.S.A. and Girl Scouts of Central Maryland. Volunteers are critical to the success of Girl Scouts of Central Maryland, and are essential for the organization’s day-to-day operations. Volunteers and employed staff are considered partners in implementing the mission and programs of the organization, each with complementary roles to play. Designated staff is expected to provide orientation, supervision, and feedback to volunteers.

A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of the organization.

Equal Opportunity/Nondiscrimination Policy

In order to provide equal volunteer opportunities to all individuals, there shall be no discrimination based on age, race, color, religion, sex, national origin, physical or mental disability, sexual orientation, marital status, veteran status, or any other category protected by local, state or federal laws. In addition, to ensure full equality of opportunity in all operations and activities of Girl Scouts of Central Maryland, every person who volunteers with Girl Scouts of Central Maryland shall be selected under fair procedures that provide equitable opportunities to all people. Each volunteer is selected on the basis of ability to perform the volunteer position, volunteer and council need, ability and willingness to attend training, and by meeting qualifications for membership in the Girl Scout Movement.

If a volunteer has questions or concerns about any type of discrimination, she or he is encouraged to bring these issues to the attention of their Staff Liaison, or to the Dept. Director. Volunteers can raise concerns without fear of reprisal. Volunteers found to be engaging in any type of discrimination will no longer be permitted to volunteer for the organization.

Work Standards and Ethics

All volunteers of Girl Scouts of Central Maryland are expected to maintain high standards of cooperation, attendance, efficiency and responsibility in fulfilling their volunteer obligations to Girl Scouts of Central Maryland.

Every volunteer is responsible for both the integrity and the consequences of her or his own actions. The highest standard of honesty, integrity and fairness must be followed by each and every volunteer when engaging in an activity concerning Girl Scouts of Central Maryland.

No volunteer may undertake any activity while on Girl Scouts of Central Maryland premises, or while engaging in Girl Scouts of Central Maryland business that is, or gives the appearance of being improper, illegal, or immoral or that could in any way harm or embarrass Girl Scouts of Central Maryland. Volunteers are expected to comport themselves with the spirit of Girl Scouting, as determined by GSCM in its sole discretion.

Recruitment

The recruitment process consists of a number of methods to attract qualified volunteers who will be matched to appropriate open or newly created volunteer opportunities. Written position descriptions that define specific responsibilities and clarify expectations will be completed prior to placement and will be used in the search. Each volunteer will also be required to complete an application, provide references and sign an agreement. GSCM reserves the right to conduct a background check on any volunteer working directly with girl members.

Membership

All volunteers participating in the Girl Scout Movement shall meet GSUSA membership standards, shall be registered through the council as members of the Girl Scout Movement, shall agree to abide by the policies and principles of GSUSA and the Girl Scout council, and shall individually pay the annual membership dues, except those adults who are lifetime members or who are working in a temporary advisory or consultative capacity.

Placement

Every attempt will be made to place volunteers in positions that meet both their needs and the needs of the council. Individuals not placed in a position for which they applied may be recommended for other positions, and may request reassignment.

Appointment

Operational volunteers shall be appointed for a term not to exceed one year. (See reappointment, for additional information.)

Training

All volunteers will receive basic training for their position. Troop leaders are required to complete level training within six months of appointment. Other volunteers are required to complete training mandatory for the position within a specified time frame. Training will ensure that each volunteer has the knowledge and skills needed to be successful in her or his position.

Orientation

Each volunteer is provided with an overview of the Girl Scout purpose and organization, local council information, and the support systems available to help them in their volunteer positions. Orientation can be done one-on-one, in a group setting, self-study, or by visiting our web site at www.gscm.org.

Advantages

Advantages to volunteers include support in their position, training, and other learning opportunities. Volunteers are encouraged to enhance and develop their skills while serving with the council. As appropriate, the council will assist volunteers in broadening their skills through assignment to new volunteer positions. Other advantages include council publications; tools for recording volunteer experience; references upon request; and liability insurance, as part of national and/or council membership.

Reappointment

Prior to the completion of her or his term, each volunteer who is to be reappointed to the same position or rotated to a different position will receive confirmation of such reappointment or rotation. Reappointment is based on past performance, adherence to council goals, as well as positive relationships with the community, parents, other volunteers, and employed staff. There will be mutual acceptance of position accountabilities, expectations, and time commitments.

Year End Conference

Volunteers should be provided with the opportunity for a yearly conference. The conference may include a review of the volunteer's performance, a discussion of any suggestions by the volunteer to improve his or her experience, and a discussion of the parties' interest in continuing the volunteer's relationship with GSCM.

Uniforms

A uniform is not required for participation in Girl Scouting. Purchase of a uniform is at the volunteer's expense and is encouraged. Volunteers are encouraged to wear the Girl Scout Membership Pin when they are not in uniform.

Recognition

The council's formal recognition system will be consistent with the GSUSA publication.

Open Door Policy

Volunteers are encouraged to speak up when they have a concern or complaint about how the application of a Girl Scouts of Central Maryland policy has affected them, or if they have any concerns about any aspect of their volunteer work. Girl Scouts of Central Maryland has an open door policy which provides access to any member of management within a volunteer's area of activity and to whom a volunteer wishes to express a concern.

If you are not satisfied with the way you are treated concerning any aspect of your volunteer work or the administration of a rule, plan, or policy, take the initiative to speak with your supervisor. If you

do not feel that the complaint has been adequately addressed, raise the issue with the Human Resources Manager or the Executive Director.

Release

Either the council or the volunteer may initiate the conclusion of a volunteer's services. A volunteer is requested to give as much notice as possible when leaving.

Situations may arise that make it necessary to require that an individual no longer provide volunteer services. The council may release an individual at any time, without prior notice, for any reason, including, but not limited to:

- ❖ Restructuring of positions or elimination of the volunteer position in which the individual serves;
- ❖ Discrimination against or harassment of anyone associated with the council in violation of the GSCM's policy;
- ❖ Violation of the abusive conduct policies, including threatening, intimidating, or coercing girls or other adults;
- ❖ Possession of drugs, narcotics, intoxicants, or weapons while serving as a Girl Scout volunteer;
- ❖ Theft, pilfering, fraud or other forms of dishonesty;
- ❖ Gross negligence;
- ❖ Malicious gossip or derogatory attacks concerning anyone associated with the council;
- ❖ Other forms of immoral, unethical, or grossly improper conduct; or
- ❖ A volunteer's inability or failure to perform the tasks requested, or the refusal to comply with council or Girl Scouts of the USA policies.

Volunteer Expense

Council resources may be used to reimburse occasional out-of-pocket expenses. Prior approval in writing by the appropriate supervisor or a designee is required.

Anti-Harassment

The council is committed to an environment and climate in which relationships are characterized by dignity, respect, courtesy, and equitable treatment. It is the policy of the organization to provide all volunteers with an environment free from all forms of unlawful or unwelcome harassment, including implied or expressed forms of sexual harassment.

The council expressly prohibits any form of harassment on the basis of race, color, religion, sex, age, national origin, and disability, marital status, citizenship, ancestry, veteran status, or any other characteristic protected by federal, state, or local law.

Any volunteer who feels that she or he has been subjected to harassment of any type, whether by another volunteer, council staff member, or any agent of the organization, should promptly report the incident to a supervisor or to the Chief Executive Officer. GSCM will conduct any necessary investigation and, depending on the findings, take appropriate action.

Sexual and Abusive Conduct Policy

Girl Scouts of Central Maryland is committed to providing an environment in which relationships are characterized by dignity, courtesy, respect and equitable treatment. It is the policy of the Girl Scouts of Central Maryland to provide an environment that is free of child abuse and that safeguards the health and well being of all girl members.

Girl Scouts of Central Maryland will not condone or tolerate any activities which violate this policy. Actions which violate this policy include, but are not limited to, the following:

- ❖ Overt displays of sexual activity;
- ❖ Sexual advances or sexual activity between volunteers and girl members;
- ❖ Use of the Girl Scout name, related activities, publications, and/or facilities as vehicles for public or private promotion of any form of sexual practice;
- ❖ Infliction of sexually abusive behavior upon girl members, including sexual touching and bodily contact, exhibitionism, voyeurism and/or involving of girl members in pornographic materials;
- ❖ Infliction of physically abusive behavior or bodily injury upon girl members;
- ❖ Physical neglect of girl members, including failure to provide adequate safety measures, care and supervision in relation to Girl Scout activities; or
- ❖ Emotional maltreatment of girl members, including verbal abuse and/or verbal attacks.

Child Abuse and Neglect

Child abuse and neglect are unlawful acts, and is against the council's policy for any volunteer, male or female, to physically, sexually, mentally, emotionally, or verbally abuse or neglect any girl member. The council supports and maintains an environment free of child abuse and neglect.

Under section 5-705 of the Family Law volume of the Annotated Code of the State of Maryland, any person who has reason to believe that a person has been subjected to abuse or neglect has a duty to report the suspected abuse or neglect. **If you have reason to believe that a child has been abused or neglected you must immediately notify the Chief Executive Officer of GSCM or her designee and complete a GSCM Incident Report.** In complying with the mandate to report, the person making the report or participating in the investigation is given immunity from criminal or civil liability when that person, in good faith, makes a report. All reports will be kept confidential.

The council reserves the right to refuse membership or reappointment, and to exclude from affiliation with the council, any volunteer who is suspected of past or present child abuse or neglect or who has been convicted of child abuse or neglect.

To Assure Health and Safety

Alcoholic Beverages: Alcoholic beverages shall not be possessed or consumed by anyone attending a Girl Scout activity or event designed primarily for girls. Adults with Girl Scouts in their care shall not possess or consume alcoholic beverages during the period of care. No one under the age of 21 shall possess or consume alcoholic beverages at any Girl Scout activity or on property owned or leased by Girl Scouts of Central Maryland at any time. Adults participating in events designed primarily for adults are encouraged to refrain from consuming alcoholic beverages while representing Girl Scouting or when girls are present.

Smoking: Persons under the age of 18 shall not smoke at any Girl Scout activity or on property owned or leased by Girl Scouts of Central Maryland at any time. Adults are encouraged not to smoke when girls are present. Adult smoking shall be confined to designated areas.

Controlled Substances: Possession, use, sale or exchange of illegal drugs shall not be permitted at any Girl Scout activity or on property owned or lease by Girl Scouts of Central Maryland. Prescription drugs shall be administered, as medically directed, in accordance with the GSUSA guidelines in Safety-Wise.

Weapons: Girl Scouts of Central Maryland strictly prohibits volunteers from being in the possession of weapons at any time in any facility occupied or vehicle in use by the Girl Scouts of Central Maryland, including personally-owned vehicles that are parked in any area provided by Girl Scouts of Central Maryland, regardless of whether the volunteer is licensed to carry the weapon or not. Volunteers are prohibited from being in the possession of weapons off the Girl Scouts of Central Maryland's premises if involved in any activities for the Girl Scouts of Central Maryland. Under the policy, prohibited weapons include any form of weapon or explosive that is restricted by local, state or federal law. This includes all firearms, even if licensed, illegal knives, or other weapons covered by the law.

Hostility: Girl Scouts of Central Maryland strictly prohibits hostility in any form against employees, girl members, volunteers, visitors, and anyone else having some involvement with the Girl Scouts of Central Maryland. Hostility under this policy is considered to include physical violence as well as harassment, intimidation, stalking, coercion, display of weapons, threats, and talking or joking about hostility whether in person or through some other means of communications such as writing, telephone, voice mail, or electronic mail. This policy applies to all volunteers at all facilities occupied by the Girl Scouts of Central Maryland or off premises if involved in activities for the Girl Scouts of Central Maryland.



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FOR OFFICE USE
Phone Interview Only
Interviewer _____
Date of Interview _____
Time of Interview _____

CONFIDENTIAL VOLUNTEER REFERENCE

Applicant Name: _____ Service Unit: _____

Desired Position: _____

The person named above is applying for a Girl Scout volunteer position and has given your name as a reference. If appointed, this individual could be working with girls between the ages of 5 and 17 from all segments of the population. Girl Scouting is based on ethical values and is an informal educational program. It provides an opportunity for girls to have fun, learn new skills, develop leadership abilities, manage their own activities, and become vital members of the community. Girl Scout volunteers also work with parents and other adults who are interested in providing quality program for girls.

To help assess the individual's ability to serve as a volunteer within Girl Scouting, please complete this form and return it in the envelope provided. Your comments will be confidential and will not be shared with the applicant. Thank you.

Reference Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Day Phone: _____ Evening Phone: _____

In what capacity do you know the applicant? _____

How long have you known the applicant? _____

Please use this checklist to assess the applicant's qualities by placing an X in the appropriate box:

Category	Excellent	Good	Fair	Poor	Unknown
Communication skills					
Ability to organize					
Accepts differences in people					
Dependable and responsible					
Sense of humor					
Sense of fairness					
Enthusiasm					
Flexible and adaptable					
Patient					
Initiative					
Resourcefulness					
Record-keeping ability					
Relates well to new people					
Money management					

What do you consider this individual's strongest skills and assets? Please give examples:

If this person were placed in the position of working with girls between the ages of 5 and 17, would you be willing to place your daughter, or any child for whom you are responsible, in their care?

Yes No

If no, please explain.

Do you know of any reason why this person should not be appointed?

Yes No

If yes, please explain:

Additional Comments:

Thank you for taking the time to complete the reference form. Please return the form to Girl Scouts of Central Maryland within ten business days.

Signature: _____

Date: _____



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FOR OFFICE USE	
SU # _____	
Mem.Specialist _____	
Date Received _____	
Date Ref. Sent _____/Rec. _____	
Date Ref. Sent _____/Rec. _____	
Date Ref. Sent _____/Rec. _____	

VOLUNTEER APPLICATION

This is not an application for employment

Section I – Personal Data

Mr./Mrs./Ms. _____ (Last) _____ (First)
Street Address _____ Apt. # _____
City _____ State _____ Zip _____
Home Phone _____ Cell or other _____
Business Phone _____ Fax _____
E-mail _____
List previous address if less than 5 years.
Street Address _____ Apt. # _____
City _____ State _____ Zip _____
Do you plan to use your own vehicle for Girl Scout activities? <input type="checkbox"/> Yes <input type="checkbox"/> No
Driver's License No. _____ State _____

Section II – Volunteer Interests

I would like to volunteer in these areas:

- Working directly with girls. Please check all that apply
 - 5 yrs. Daisy Girl Scouts 9-11 yrs. Junior Girl Scouts
 - 6-8 yrs. Brownie Girl Scouts 11-17 yrs Cadette/Senior/Studio2B Girl Scouts

- Program activities Fundraising Outdoor activities
- Marketing Public Relations/Speaking Organizing special events
- Administrative Support Training adults Committee member
- Sponsor Other _____

Interest/Hobbies

Position Desired

I would like to work in: AA County Baltimore City Baltimore County
 Carroll County Harford County Howard County
 Council office where needed

What days and times are you available to volunteer?

Please describe any accommodation you would need to be able to volunteer in the position(s) you checked.

Section III – Work Experience

Current Occupation _____ Employer _____

Address _____
(Street, City, State, Zip)

Section IV – Skills

Technical skills (i.e. Computers)

Languages other than English

Certifications _____ Special skills _____

Section V – Volunteer Experience/Business, Civic, Professional or Fraternal Memberships.

Prior Girl Scout Experience _____ Dates _____

Volunteer Position _____ Organization _____ Dates _____

Volunteer Position _____ Organization _____ Dates _____

Section VI – References

A reference should be a person (non-related) who is familiar with your qualifications and/or experiences as they relate to work with youth and adults. Please provide three references.

1) Mr./Mrs./Ms. _____ (Last) _____ (First)

Street Address _____

City _____ State _____ Zip _____

Daytime Phone _____ Evening Phone _____

2) Mr./Mrs./Ms. _____ (Last) _____ (First)

Street Address _____

City _____ State _____ Zip _____

Daytime Phone _____ Evening Phone _____

3) Mr./Mrs./Ms. _____ (Last) _____ (First)

Street Address _____

City _____ State _____ Zip _____

Daytime Phone _____ Evening Phone _____

Section VII – Confidential Information

PLEASE READ CAREFULLY:

Girl Scouts of Central Maryland requests the following information because of our dedication and commitment to the girls that we serve. All youth-serving organizations must take reasonable precautions when appointing adults who work directly with children. This confidential section contains information required by current legislation and Girl Scout safety regulations.

Have you ever been convicted of a crime? (e.g., felony or misdemeanor including DWI, DUI, etc., but not including minor traffic violations or any convictions as a youthful offender) A conviction will not necessarily be a bar to your acceptance as a volunteer.

Yes No

If yes, state offense, date and location

Have you ever been arrested or convicted for the use or sale of illegal drugs?

- Yes No

Have you ever been arrested or convicted of child neglect or abuse?

- Yes No

If yes, explain

In the selection of volunteers, there shall be no discrimination against an otherwise qualified individual on the basis of race, color, ethnicity, sex, religion, creed, national origin, age, disability, marital status, veteran status, or any other basis prohibited by federal, state or local law.

THANK YOU FOR YOUR TIME IN COMPLETING THIS APPLICATION. THIS IS NOT AN APPLICATION FOR EMPLOYMENT. PLEASE READ AND SIGN THE APPLICANT'S STATEMENT ON THE NEXT PAGE.

APPLICANT'S STATEMENT

In signing this form, I affirm that the statements contained in my application are true and correct to the best of my knowledge. I certify that I have not knowingly withheld any information that might, if disclosed, affect my application unfavorably. I understand that my misrepresentation or omission of facts on this application will be cause for rejection or withdrawal of my affiliation with Girl Scouts.

The spiritual force of the Movement and the ethical code accepted by all of its members are expressed in the Promise and Law. Although there are some variations in the wording used by members from different nations, the principles are the same.

In the United States, everyone who joins Girl Scouting makes the Girl Scout Promise.

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**

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.**

I affirm that I subscribe to the beliefs and principles of the Girl Scout Movement.

I hereby authorize Girl Scout of Central Maryland to check all my references; I further authorize these references to release to you any information needed. I hereby release any person or entity providing a reference from any and all liability by reason of furnishing such information to GSCM or its agent. I further authorize GSCM or its agent to show a copy of this application and acknowledgement of consent to any person asked to provide a reference.

I understand that state or federal law may require criminal background checks for persons working with children. I agree, if required, to supply a fingerprint sample and submit to a criminal history records check.

SIGNATURE _____ DATE _____



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VOLUNTEER APPOINTMENT

Dear _____,

On behalf of Girl Scouts of Central Maryland, I am pleased to appoint you to the position of _____ for the current Girl Scout program year, _____, 20__ to _____, 20__.

Girl Scouting exists to provide the best possible program for girls. Your acceptance of this position constitutes your agreement to carry out the responsibilities outlined below and on your position description. Volunteer services may be discontinued at any time.

Retain the yellow copy for your record and return the white copy to your Service Unit Manager if you agree to the terms listed and accept this appointment.

We look forward to sharing an exciting and rewarding year in Girl Scouting.

I AGREE TO:
Support the mission and the values of the Girl Scout Movement, and fulfill the responsibilities listed in my position description.
Register as a member of the Girl Scout Movement. Assure representation at appropriate meetings. Clarify mutual expectations and participate in an annual conference.
Participate in required training within six months of my appointment. Take advantage of advanced training opportunities to the best of my ability.
Adhere to GSUSA and GSCM policies, standards and procedures.
Affirm the Girl Scout commitment to diversity.

Service Unit Manager's Signature Date
Address
Phone

Volunteer's Signature Date
Address
Phone

