

New Volunteer Support

In your role, you want to make sure that you are ensuring the Girl Scout Leadership Experience is being implemented, understanding the needs of the volunteers, girls, and communities, and providing a support system so that new and returning leaders feel welcomed, prepared and want to continue their experience in Girl Scouts from year to year. Every Girl Scout volunteer requires support and wants to know they are doing the right things, but think back to when you were a brand new leader. Did you know anything about the position when you agreed to take it? Did you feel comfortable coming into a group of people who “walked the walk” and “talked the talk?” Maybe this was you, but we know this is not the case for everyone. The more organized and deliberate in executing our plan the better chance we have of retaining new leaders.

This table lists the steps taken by the Service Team in providing support to new volunteers as they enter the organization through the troop pathway and begin their Girl Scout Journey. This chart has been completed with samples, but you can adapt to meet your Service Unit needs.

Step Taken	Who is responsible? Who else is involved?	What resources do they use?
New volunteer is recruited	Troop Organizer/SU Recruiter	Recruitment flyers Community Announcements
New volunteer is asked to complete online volunteer application and background check.	Troop Organizer/SU Recruiter	GSCM Website A few hard copy applications
New volunteer is invited to participate in Meet and Greet to receive SU and Council information.	Meet and Greet Coordinator, Troop Consultant, or other Service Team member	New Troop Packet Registration Materials Online Meet and Greet link
Sends new volunteer welcome/appointment letter. Notification of approval is sent to SUM and Membership staff.	Council Staff	
Connects new volunteer to appropriate Service Team contact for ongoing support.	SUM, Troop Consultant, New Troop Mentor/Coach	SU roster
Issues a troop number and ensures all troop members are registered. Coaches volunteers about On-Time and Early Bird Registration	SU registrar/Membership Staff	Approved Troop #'s, Registration materials Online registration resources Troop Rosters
Provides ongoing support and coaching by identifying additional opportunities for learning through required and enrichment training.	SU Training Coordinator Troop Consultant	Service Unit Workshops Online training schedule Posted webinars and recordings
Provides ongoing support and coaching to ensure a successful understanding and implementation of the Girl Scout Leadership Experience	Troop Consultant/Coach	SU meetings Roundtable Discussions Phone calls
Recruits and places additional girls as needed.	Troop Organizer/SU Recruiter	Troop Rosters Recruitment Materials
Coordinates the work of the team and facilitates communication between the team.	Service Unit Manager	Plan of Work Service Team/Service Unit meetings

While there are specific responsibilities of service team positions to provide support to new volunteers, it really is the entire Service Unit that can make an experience great for a new volunteer. It’s important to connect with new volunteers on a regular basis. Don’t assume – “No news is good news” Take the Attitude – “Connecting shows Caring.”

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Connects new volunteer to appropriate Service Team contact for ongoing support.		
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Provides ongoing support and coaching by identifying additional opportunities for learning through required and enrichment training.		
Provides ongoing support and coaching to ensure a successful understanding and implementation of the Girl Scout Leadership Experience		
Recruits and places additional girls as needed.		
Coordinates the work of the team and facilitates communication between the team.		