



Volunteer Development
One Girl Scout Way
Macedonia, OH 44056
800-852-4474
volunteer@gsneo.org

Startup Troop Coach Position Description and Agreement Form

Summary: The Startup Troop Coach is the key supporter for new troops with the goal of providing program to new troops and extra support that ensures new troops start and are sustainable. Through a trained Startup Troop Coach, new troops will run intensively for 4-6 weeks virtually or in-person to interested girls that have signed up for a troop without established leadership. Coaches will work together with staff and the Service Unit Mentor/Service Unit Director to provide Girl Scout programming to interested girls, engage new families and help to cultivate potential leaders. Coaches will provide a fun experience for the girls while introducing families and potential leaders to the Girl Scout Program, Girl Scout traditions and to provide a variety of purposeful activities.

Supervision: All service team members work as a team under the direction of the Service Unit Director (SUD) and Community Membership Executive (CME). This role is also supported by the Coordinator, First Year Membership Engagement Strategies for subject matter expertise.

Term of appointment: Three-year term (Oct.1 – Sept. 30); may serve up to two consecutive terms.

Time Commitment: 3-5 hours per week; Varies seasonally.

Required Training: Service Unit Startup Troop Coach Orientation Learning Path on gsLearn.

Highly Recommended: GSNEO leadership development courses (in-person and online).

Responsibilities:

- Create a welcoming atmosphere by encouraging and supporting all Girl Scout members and families.
- Attend Service Team Kick-off meeting in August; mid-year meeting in January; monthly service team webinars
- Facilitate weekly startup troop meetings within a Service Unit or geographical area.
- Encourage adult participation, answer troop questions during the 4-6 week troop meeting schedule and direct families to customer care as needed.

- Communicate with the Service Unit Troop Mentor and/or Service Unit Director about the progress of the troop and collaborate with them to ensure the troops transition into new leadership.
- Educate parents and potential leaders about using the Volunteer Systems, including the Volunteer Toolkit (VTK), MyGS, and the online camp and events calendar.
- Promote and educate members about the benefits of the Girl Scout Leadership Experience, the Girl Scout National Program Portfolio, Volunteer Essentials, Safety Activity Checkpoints (SAC), and GSNEO Volunteer Policies.
- Ensure all members are in compliance with the Council Policies and Procedures.

Qualifications and core competencies:

- Demonstrate a growth mindset and have an attitude of possibility
- Seek to cultivate talent and provide coaching
- Successfully instill trust, provide direction, and delegate responsibility
- Ability to be thorough, concise, and consistently straightforward when sharing information/ideas
- Be a good listener and effectively encourage sharing and input from others
- Demonstrate freedom from unfair biases
- Remain tactful when giving constructive criticism
- Remain composed under stress
- Efficiently make use of current technology
- Actively avoid procrastination; effectively prioritize
- Proactively take action to achieve results; ability to overcome obstacles
- Set high standards that positively impact the organization
- Ability to readily modify, respond to, and integrate change with minimal personal resistance
- Maintain current membership, renew annually on time, and keep an updated background check.
- Maintain GSNEO confidentiality standards
- Agree to receive email messages and text messages from GSNEO and GSUSA.

Code of Conduct:

As part of my responsibilities as a GSNEO Volunteer:

- I believe in the aims and purposes of Girl Scouting.
- I am willing and able to devote sufficient time to this volunteer role.
- I will demonstrate dependability, honesty, credibility, and resourcefulness.
- I will positively promote GSNEO's programs, services, and goals to the community-at-large.
- I will conduct myself professionally and in accordance with the Girl Scout Promise and Law.
- I will maintain current knowledge of the Girl Scout program, policies, and practices.
- I will create a positive attitude toward Girl Scouting in the community.

Volunteer Agreement:

I have read and agree to uphold the responsibilities and qualifications of this role and agree to abide by the Code of Conduct.

Girl Scout Volunteer (Signature)Date

Girl Scout Volunteer (Print Name) Date

Supervisor (Signature)Date