

The Service Unit Manager's Guide to Leading Your Team

Please note this is a sample timeline and depending on the size and scope of your service unit, the tasks might need to be adjusted.

Monthly / Quarterly

- Depending upon the service unit size, volunteer preferences and number of activities, the service team should meet as a team either monthly or quarterly and review the following:
 - SU Monthly Membership Tracking (new / renewed / total girls)
 - SU Monthly Treasurer's Report (service unit spending)
 - SU Annual Calendar to discuss budget and resource needs for current and upcoming activities
 - Staff and Service Team Monthly Awards to celebrate troop and service unit volunteers

June / July

- Identify volunteers to fill service unit team positions and invite them to service team position training hosted by council. Look for opportunities to have a good mix of new and tenured volunteers on the team or in new roles. Discuss needs and expectations for each role.
- Write draft of SU Annual Calendar to present at the first service unit meeting to all troop leaders.
- Work with council recruiter to support back-to-school activities (often the first event on the SU Annual Calendar.) Possible activities to support (with the assistance of local troops and leaders) are:
 - Hosting a Girl Scout table at back-to-school events.
 - Attending school organization meetings such as PTA/PTO meeting to promote Girl Scouts.
 - Identifying service unit events and activities that could include a "bring a friend" opportunity.
 - Keeping an eye out for community events that might benefit from Girl Scout materials or troop presence (i.e., farmer's market, local parades, parks and rec events, etc.)

August / September

- Host first service unit meeting of the year and present draft SU Annual Calendar. Be prepared to solicit feedback and ask for additional committee volunteers, as needed.
- Finalize SU Annual Calendar (knowing that activities may adjust as the year progresses) and share with troop leaders through 2 different forms of communication (email, Facebook, SU website, etc.) to assist with their troop calendar planning.
- Support the SU Product Program Manager - Fall Product through the Fall Product Program season.

October / November

- Welcome new leaders to the service unit and provide introduction to the service unit meetings, local network of leaders, product program managers and calendar of activities. Continue to welcome new leaders throughout the year.

December

- Support the SU Product Program Manager – Cookies and the SU Product Program Manager – Cookie Cupboard through peak times (Fall: providing girl selling materials; Winter: cookie delivery day; Spring: girl recognition deliveries.)

January

- Identify any GSUSA or GSKSMO recognition nominees from your service unit and submit forms per nomination instructions by deadline.
- Evaluate President's Award Form-Service Team and President's Award Form-Volunteer Committee criteria and submit to volunteer support staff by deadline.

February/March

- Host or attend your area's Silver & Bronze Ceremony to support your SU troops that are being recognized.
- Work with council recruiter to support Kindergarten Round-Up and/or Kindergarten Assessment activities (with the assistance of local troops and leaders.)

April / May

- Support Volunteer Appreciation Month (April) and recognize the leaders in your service unit. Activities might include the following:
 - Shout outs on SU social media for Leader Appreciation Day on 4/22
 - Small tokens of appreciation at SU meeting or porch deliveries
 - Potluck or other food items
- Attend the council Volunteer Recognition Ceremony to honor your adult nominees.
- Encourage troop leaders to review and submit LEAD Troop Instructions + Checklist and the LEAD(er) Recognition Form for troop recognition.
- Host service unit end-of-year celebration that might include the following activities:
 - Bridging or Silver & Bronze Ceremony (if your SU did not participate in March area-wide ceremonies)
 - Adult volunteer service unit recognition
 - Delivery of girl cookie recognitions to troop leaders
 - Food item like a potluck or ice cream party
- Work with your council staff to solicit troop leader input to evaluate your meeting and activity plans for next year.

May / June / July

- Schedule a planning meeting with your council staff and service team to debrief the current year and discuss plans for next year. Use your most recent president's award submission as a starting point for your conversation.
 - Debrief the year's events and activities
 - Review service unit survey results (if applicable)
 - Seek commitments for returning volunteers and roles
 - Discuss the recruiting strategy for the upcoming year
 - Host celebration or adult enrichment activity as a thank you to the service team volunteers
- Complete annual service unit finance report and submit it by the due date.
- Attend the annual Service Team Kick-Off with your service team to learn information for the new membership year.

Thank you for your commitment to your service unit and to your community! Please take some time for yourself to recharge between wrapping up one year and planning for the next. We appreciate all that you do!

~ Mission Delivery Council Staff