

Volunteer Support Coordinator

Volunteer Position Description

Summary: The volunteer support coordinator is responsible for overseeing the leaders/co-leaders of a service unit and providing them with information in a timely manner that best helps them to fulfill their duties as leaders/co-leaders. The nature of this position requires the individual to provide indirect service to girls. This is a service unit level position.

Term of appointment: The volunteer support coordinator is appointed for a one-year term that is renewable upon completion of evaluation processes.

Supervision: The volunteer support coordinator reports to the staff membership marketing specialist (MMS).

Support: The volunteer support coordinator receives support, guidance, and encouragement from the MMS. The individual has access to relevant learning opportunities and materials that prepare them for and support this role and will also work closely with the staff leadership and learning specialist—volunteerism (LLS-V).

Responsibilities:

- Oversee delivery of formal and informal learning based on needs of volunteers, including distribution of resources, facilitation of courses and workshops, and networking.
- Ensure that new volunteers are welcomed, oriented, and supported.
- Ensure that volunteers receive support and resources to understand and implement the Girl Scout Leadership Experience (GSLE).
- Ensure ongoing feedback regarding self-assessment and personal experience for all volunteers.
- Provide ongoing recognition of all volunteer contributions, including informal and formal techniques.
- Communicate with service team to provide feedback and updates on volunteer support.
- Be guided in all actions by the Girl Scout Mission, Promise, and Law.
- Remain informed about and comply with the most current policies, procedures, and guidelines of GSMH and Girl Scouts of the USA (GSUSA).

Qualifications and core competencies:

- **Girl focus:** Empower girls to lead activities, learn by doing, and cooperate with others on current issues that involve their interests and needs while having fun.
- **Personal integrity:** Demonstrate dependability, honesty, and credibility.
- **Adaptability:** Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- **Oral communication:** Express ideas and facts clearly and accurately.
- **Foster diversity:** Understand, respect, and embrace differences.
- **Computer skills:** Access to email and the Internet.
- **Additional requirements:**
 - Experience in volunteer management or human resources preferred.
 - Proven experience and success with group/team management.
 - Bilingual preferred (if applicable).
 - Must become a registered member of GSUSA.
 - Complete required coursework as assigned and provided by GSMH and GSUSA.
 - Must be an approved volunteer that completes a volunteer application and background screening that is renewed every three years.