

# School/Site Organizer Training

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Revised May 2015

# Welcome to the New Girl Scout Membership Year!

We want to thank you for taking on an administrative volunteer role for Girl Scouts of Wisconsin Southeast. As a school/site organizer, YOU are a key player in our council.

In your role, you help inform the council staff about membership needs and allow us to market effectively to each unique membership area. There is a lot of flexibility regarding the specific tasks you will do in your area and/or at your site, but the basics are being a responsive contact person for Girl Scout staff and leaders, and believing in and promoting Girl Scouting at every grade level.

These are exciting times for Girl Scouting. The expertise, interests, skills and life experiences of our volunteers are essential to shaping fun and enriching leadership experiences for girls and inspiring them to reach their personal best. As a Girl Scout administrative volunteer, you will be bringing the Girl Scout Leadership Experience to life for girls in your area/site and are critical to the program's success. Your commitment and passion to the Girl Scout Movement are indispensable. We value and celebrate your dedication and thank you for joining us as we embark on a new membership year.

Yours in Girl Scouting,

*The Membership Team*

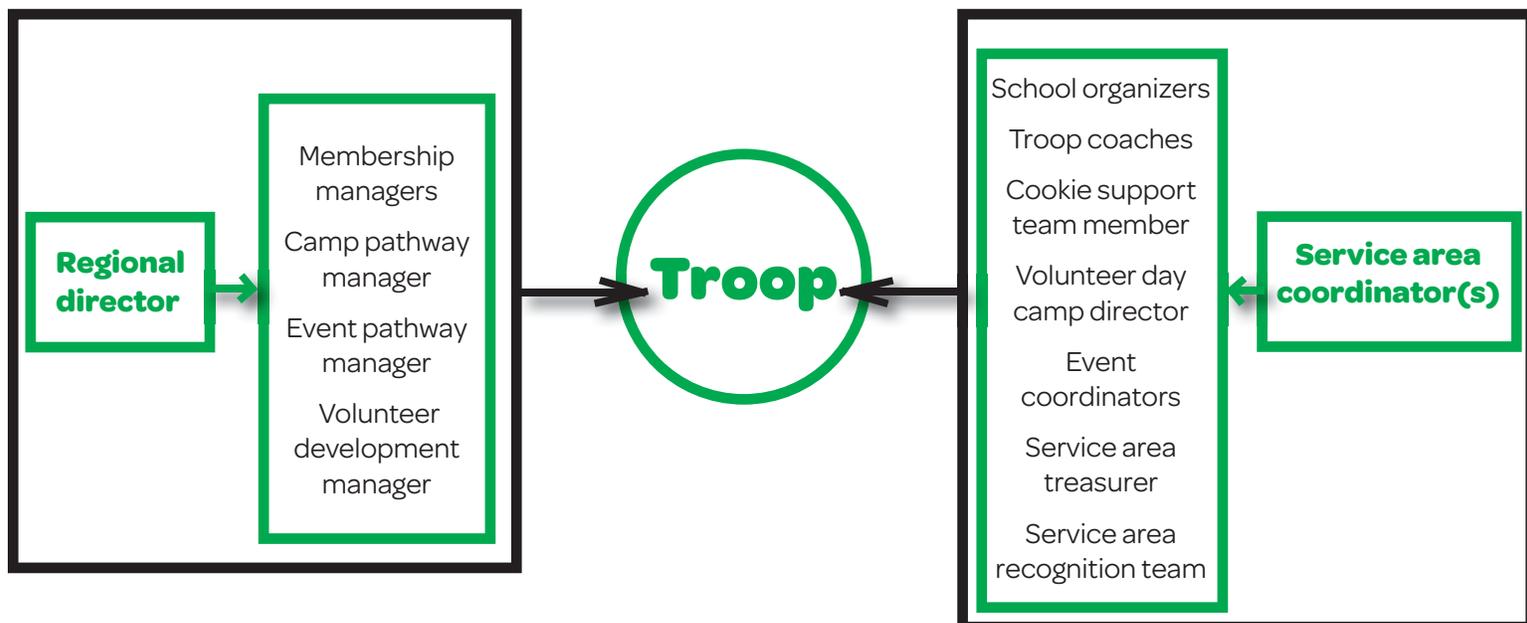
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## Mission Delivery Structure and Service Area Structure

Girl Scouts of Wisconsin Southeast includes Kenosha, Milwaukee, Racine, Washington and Waukesha counties, and small portions of Ozaukee and Walworth counties. Three regions have been created with a mission delivery team assigned to each area to help recruit and support girls and adult members.

Membership managers recruit girls and adults and work closely with administrative volunteers. Camp and event pathway managers provide expertise in incorporating the Girl Scout Leadership Experience into council, service area and troop activities. Each has a specialty, either managing a camp, or focusing on a program focus area. Volunteer development managers help shape the training volunteers receive.

Experienced, trained volunteers are also available in our 36 service areas to help support, recruit and retain girl and adult members. In some areas full administrative teams work together to strengthen the Girl Scout presence in their communities. The service team is supported by the council's mission delivery team.



# School/Site Organizer Volunteer Position Description

**Position Summary:** Organize troops/groups, recruit and support leaders and assign girls to troops.

**Term of Appointment:** School/site organizers are appointed on a yearly basis (may be appointed multiple years) by the service area coordinator or membership manager.

## Benefits to the Volunteer:

Marketable Skills:

- Leadership
- Public speaking
- Organizational/Time management

Personal Enrichment:

- Foster a greater understanding in the beliefs of the Girl Scout movement
- Develop a network with people who share the same interests
- Participate in a national and international organization
- Discover outlets for creative expression
- Fulfill a desire to be helpful and make a difference in the lives of girls and adults

**Reports to:** Service area coordinator or membership manager.

**Supported by:** Membership manager, and director of membership.

## Responsibilities:

1. Recruit adult leaders

- Recruit and interview prospective leaders.
- Direct potential volunteers to complete application and background check.
- Assure that each leader attends *Council 101* and *Leadership Essentials Training*.
- Actively attempt to involve people from diverse and nontraditional backgrounds.
- Work with membership manager. Share concerns and successes with membership manager.

2. Recruit girls

- Assure that the Girl Scout program is offered to **all** girls, through recruitment flyers, registration nights and other methods.
- Place new girls and girls from disbanded troops in troops/groups or inform them of individual Girl Scout opportunities.
- Actively recruit girls from diverse backgrounds and girls with special needs.

### 3. Supervise and support adult leaders

- Inform leaders of service area meeting dates, times, and locations, and encourage regular attendance.
- Provide important information when leaders are unable to attend service area meetings.
- Help leaders promote parental involvement in their troop.
- Help leaders solve problems that involve leaders, parents or girls.
- Support leaders who have girls with special needs and/or diverse backgrounds.
- Help find troop/group meeting places or link sister troops.
- Connect with leaders and have year-end conversation/wrap up.

### 4. Promote GSUSA and council standards, policies and procedures

- Assure prompt troop/group/individual registration.
- Help troops through the disbanding process:
  - hold parent meetings
  - transfer supplies to active troops
  - assist leaders to close troop bank accounts and return unused checks to the council office.

### 5. As a member of the service team:

- Participate in service area and service team meetings.
- Help design and support the service area plan of work.

### 6. Support the council's fundraising efforts.

## Core Competencies:

1. **Oral Communication:** Expresses ideas and facts in a clear and understandable manner; skilled in public speaking and phone etiquette.
2. **Marketing Skill:** Effectively promotes the Girl Scout program to adults and girls.
3. **Membership Policies, Standards, and Resources:** Knows and interprets Girl Scout membership policies, standards and resources. This includes familiarity with related Girl Scout materials; i.e.: *Volunteer Essentials*.
4. **Fostering Diversity:** Understands and embraces the differences that individuals bring to Girl Scouting. Encourages and fosters the unique contributions and varied talents of individuals.
5. **Problem Solving:** Identifies and analyzes existing and potential problems, reports/documents the problem, obtains and evaluates relevant information and implements solutions.

# Tips for Conducting Volunteer Recruitment Conversations

## As you recruit:

- Describe the council and the volunteer opportunity as you recruit.
- Thank them for offering to volunteer.
- Let them know that as part of our screening process we have an informal get-to-know-you process.
- Ask if they have five minutes to answer three quick questions for you. (If they cannot do it then, set a time in the next day or two to call them.)
- Be prepared.

## During the Recruitment Conversation:

- Make sure to have a conversation with each person expressing interest in volunteering.
- There are no right or wrong answers. We want to ensure the position is a good fit for the candidate.
- Tell them you will be jotting down notes during the conversation.
- Let the candidate talk, but keep the interview focused; give the person a moment to gather her/his thoughts before responding. Remember silence is okay as they are gathering their thoughts.
- Give the candidate the chance to ask questions and respond to the questions honestly.

## Concluding the Conversation:

- Discuss alternative volunteer positions and pathways with the candidate if during the conversation it becomes apparent that the original volunteer position is not a good fit. (Leader, troop cookie captain, etc.)
- Use language that will make the alternatives more appealing such as:  
“We really need someone with your experience (talent, knowledge, passion, etc.) who can ...”  
“You’d be really good at (in the role of) ...”  
“Have you ever considered volunteering through the \_\_\_\_ pathway?”
- Explain the next steps (application/background check, reference check, notification/appointment, training/adult learning opportunities, support, etc.). Use the position description and checklist.
- Conclude by thanking the potential volunteer for her/his interest and time.
- Give her/him a copy of the position description and check list.

## Immediately following the conversation:

- Complete the form, include your recommendation, and submit to volunteer development in the envelope provided in your packet.
- Review the conversation with your membership manager or a staff member from your regional team if needed.

**Thank you for your commitment to the volunteer screening process.**

# Tips for Creating a Recruitment Plan

## Examine the current state of Girl Scouts at your school/site

- Are there gaps in troop leadership?
- Is the school administration supportive and aware of the Girl Scout troops at the school/site?
- Do the troop leaders at the school/site know each other and work together?

## Create a team

- Gather information on current volunteers, introduce yourself and plan to meet (perhaps at the next service area meeting or at a local coffee shop).
  - Determine if current volunteers have any co-leader needs.
  - Determine if current volunteers have any contacts with parents in grades with no Girl Scouts.
  - Invite all volunteers to help you strengthen Girl Scouts at your school/site (help at registration night, open house, or plan a school wide event or Take Action Project).
  - If there are no Girl Scout troops in your school/site ask school administration to connect you with some key volunteers. These volunteers may be able to connect you with your future troop leaders!
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## Registration and Recruitment

Open houses or other large scale events at school are good opportunities to let parents and girls know about Girl Scouts. A better time to recruit and register girls and adults is during a Girl Scout registration night.

- Connect with school administrators to determine a good time (as early as possible in the school year) to schedule a Girl Scout registration night.
- Reserve a space for a one-hour long registration night.
- Recruit other leaders in the school to assist that night—they can collect registrations for their own troops, help set up displays showing off their troop's activities or bring uniforms and Journey books from their own levels.
- An experienced leader or two could help address questions and concerns of Girl Scout Daisy parents/guardians. If Daisy leaders have already been recruited, pair them with an experienced leader to help answer questions.
- Using materials provided by your membership manager, customize flyers and distribute through the school.
- If the school has an electronic newsletter, ask if information about your registration night can be included.
- Determine if there are other places in the community where you could promote the registration night, or promote volunteer opportunities.
- Review the talking points and practice the presentation.



# School/Site Organizer Check-Off List

- Attend** new *School/Site Organizer Training* if just beginning this position.
- Pick Up** organizer materials in August and coordinate fall packet materials with leaders at your schools/sites. If school has event before fall, they can connect with membership manager.
- Establish** contact with returning leaders and school personnel confirming troop status, meeting place and time. Determine where leadership vacancies exist.
- Distribute** recruitment flyers to school.
- Have presence** at school open house, promote registration night.
- Schedule and hold** a registration night during the first two weeks of school.
- Recruit** additional leaders as needed. Have some conversation with potential volunteers to really find out if they will be a good fit as a troop leader.
- Follow the **Volunteer Management System** steps to ensure proper placement in volunteer positions.
  - Direct potential volunteers to the council website [www.gswise.org](http://www.gswise.org) to complete online *Volunteer Application and Background Check Authorization*.
- Place** girls in troops (new troop numbers may be obtained from the resource centers or membership staff).
- Assist** new troop leaders with parent meetings if asked.
- Refer** new leaders to *Council 101: Welcome to Girl Scouts of Wisconsin Southeast and Leadership Essentials Training*. (See the council website for training schedule.) Leaders must complete *Council 101* prior to meeting with girls and *Leadership Essentials Training* must be completed within six weeks of appointment.
- Tell** leaders about the importance of attending service area meetings, and the time, dates and location throughout the year. Be early to service area meeting to welcome leaders and show them where to pick up their materials for the month.
- Give** your service area coordinator and membership manager a list of troop leader names and email addresses for communication purposes.
- Nominate** exceptional volunteers for National Award.
- Follow up** with new volunteer to:
  - Connect with co-leaders and troop
  - Provide ongoing support

## Summary of Volunteer Positions

Position	Position Responsibilities	Time Commitment
Troop leader/ advisor	Develop girl/adult partnership by planning and implementing the Girl Scout Leadership Experience in a troop/group setting for weekly or bi-monthly meetings with girls. Attend service area meetings with other volunteers.	Annual appointment; meeting frequency set by leader and parents.
Assistant leader/ advisor	Share leadership responsibility with troop leader for weekly or bi-monthly meetings and guide girl planning and implementation throughout the year.	Annual appointment; meeting frequency set by leader and parents.
Service area coordinator	Coordinate and communicate with volunteers to ensure the delivery of the Girl Scout Leadership Experience within a specific geographic area. Develop and carry out the service team plan.	One-year appointment, not to exceed three consecutive years.
School/ site organizer	Recruit girls and adults. Organize and maintain Girl Scout troops in a specified school or geographic area. Help place adults in volunteer positions based on individual skills and interests.	One-year appointment; may be re-appointed multiple years.
Consultant troop coach	Provide Girl Scout Leadership Experience support to leaders in a specific geographic area.	One-year appointment; may be re-appointed multiple years.
Service area project/event coordinator	Coordinate service area wide leadership development opportunities for girls.	Ongoing, annual appointment.
Service area press representative	Promote the continued growth and development of Girl Scouting in the community.	Ongoing.
Service area treasurer	Work with service area coordinators to establish and manage the service area budget within council procedures and guidelines.	One-year appointment; may be re-appointed multiple years.
Day camp director	Provide a day camp experience that supports the Girl Scout Leadership Experience through planning, training, implementation and evaluation.	One-year appointment; may be re-appointed multiple years.
Regional nut manager	Coordinate the Fall Nut Sale in a specific region.	October–December
Troop nut manager	Coordinate the Fall Nut Sale within a specific troop.	October–December
Cookie support team member	Support troops throughout council in one or more of these areas: Cookie training, cookie delivery, cookie cupboard, general support or recognition distribution.	October–March
Troop cookie captain	Coordinate the Girl Scout Cookie Program Activity within a specific troop.	December–March
Service area recognition committee	Promote recognition of adult volunteers through national and service area awards. Collect and process nominations and letters of endorsement.	December–May according to service area guidelines and practices.

# Troop Leader/Co-Leader Volunteer Position Description

**Position Summary:** Works directly with girls, helping them to develop their leadership skills on an individual or group basis. Volunteer will have the ability and enthusiasm to generate girls' interests and curiosities about the ways that they can *Discover* themselves, *Connect* with others, and *Take Action* to make the world a better place through the Girl Scout Leadership Experience.

**Term of Appointment:** Troop leaders and co-leaders are appointed for a 1-year term after successful completion of the application and background check process.

## Benefits to the Volunteer:

Marketable Skills:

- Leadership
- Public speaking
- Organizational/time management

Personal Enrichment:

- Foster a greater understanding in the beliefs of the Girl Scout movement
- Develop a network with people who share the same interests
- Participate in a national and international organization
- Discover outlets for creative expression
- Fulfill a desire to be helpful and make a difference in the lives of girls and adults

**Reports to:** School/site organizer

**Supported by:** Service area coordinator and MVP team.

## Responsibilities:

1. Have fun!
2. Work in partnership with girls and adults sharing knowledge, experience and skills with a positive and flexible approach.
3. Manage the troop/group funds, ensuring that the handling of the funds meet both GSUSA and council policies and procedures.
4. Process and complete all registration and other paperwork required by GSUSA and the council (GSWISE).
5. Organize fun, interactive, girl-led thematic series of activities using the National Girl Scout Program Portfolio.
6. Maintain a close liaison with the council's MVP teams to facilitate the implementation of the Girl Scout Mission.
7. Regularly attend service area meetings and connect with her/his school/site organizer on a regular basis.
8. Provide guidance and information regarding events and practices with girls' parents or guardians on a regular and ongoing basis through a variety of tools, including: email, phone calls, and newsletters.
9. Support the council's fundraising efforts.
10. Remain informed about, and comply with, the most current policies, procedures and guidelines of GSUSA and GSWISE.

## Core Competencies:

1. **Girl Focus:** Helps girls set realistic, clearly defined goals/objectives to experience the Girl Scout Leadership experience and achieve outcomes via Discover, Connect, and Take Action.
2. **Adaptability:** Adjusts and modifies own behavior, and remains flexible and tolerant in response to changing situations and environments.
3. **Fostering Diversity:** Understands and embraces differences.
4. **Oral Communication:** Expresses ideas clearly and concisely. Knowledge of the contemporary Girl Scout Program.
5. **Personal Integrity:** Demonstrates honesty, credibility, and dependability.

# Parent Involvement

## Troop Committee Member Position 03: Volunteer Opportunities for Parents

Treasurer	Keeps record of the troop's finances.
Chaperone	Assists with troop outings.
Regular meeting helper	Lends a helping hand to girls and leaders as needed during troop meetings .
Regular meeting planner	Helps plan troop meeting and/or prep for meetings.
Troop cookie captain	Organizes cookie program activities.
Troop nut manager	Organizes fall product sale activities.
Presenter	Presents a certain topic to the troop at an assigned meeting.
Troop newsletter editor	Writes the troop newsletter.
Driver	Transports girls to and from troop outings.
Camp coordinator	Plans camping trips for troop.
Service project coordinator	Organizes service projects for the troop to participate in .
Emergency contact representative	Helps contact parents and guardians in case of an emergency . (* This person does not participate in the outing.)
Phone tree coordinator	Organizes communication between leaders and parents in the event of a cancellation.

**Note: Anyone holding any of these positions should be a registered adult Girl Scout member.**

# Retention is the Name of the Game

The best way to keep the recruiting aspect of your assignment simple is to retain the volunteers you already have! People volunteer for a variety of reasons:

- To feel appreciated
- To have a sense of accomplishment
- To add variety to their lives
- To grow in skills, knowledge or status
- To feel connected to other people and groups
- To exercise their leadership skills
- To have fun taking part in activities they find exciting or enjoyable

Volunteers are much more likely to continue giving their time to an organization if they are recognized for their accomplishments. Recognition is most effective when it is aimed at a specific individual, rather than the entire program of volunteers. Recognition is most meaningful when done on a day-to-day basis, rather than at a single massive event. This does not mean that events and ceremonial awards do not have their place, but it does mean that occasional formal praise can never replace what happens on a daily, informal basis.

## Rules for Recognition:

- Give it! If volunteers don't get the recognition they want from you, they will get it from someone else!
- Give it frequently! People want to be recognized. Give praise on a regular basis.
- Give it in front of others! Recognition is most effective when given publicly, especially when in the presence of a peer group. An example of this would be thanking a volunteer during a service area meeting or nominate an individual for a national award.
- Give it at the proper time! Recognition is enhanced by closeness to that which is being praised. An award eight months after an accomplishment does not have the same impact as a simple "good job!" at the completion of an assignment.
- Give it in the right way! Try to match the method of recognition to the individual. A person who is volunteering to enhance their career, for example, might best feel recognized through a letter from a representative of the agency to their employer. Another volunteer may appreciate an unexpected note of thanks in the mail. Finally, if you see a picture of one of your volunteers in the newspaper, cut it out and mail it to them with your congratulations.
- Give it consistently and sincerely! Do not recognize some people and not others for the same level of achievement. If people believe your recognition is arbitrary or unrelated to the accomplishment, they will feel you are insincere.
- Send a thank you card. These can be found online or you can request a hard copy from your membership manager.
- Nominate the individual for a National Award. Forms can be found online.

# Email Etiquette

## Do:

- Be concise and to the point. Remember that the view screen in most email programs shows only approximately one half of a hard-copy page.
- Answer all questions, and preempt further questions.
- Answer promptly. Give receivers plenty of time to respond.
- If you get frustrated because one of your correspondents don't check email frequently—rethink the method of communication, or give them a “heads-up” call telling them to check their email.
- Fill in the subject line. Always include Girl Scouts in your subject line. Some people will not open emails if they do not recognize the email address.
- Put your name at the bottom of the message.
- **Use the “reply all” option sparingly.** If you are emailing to the entire troop or service area, learn how to send a blind box mailing to avoid sharing everyone's email addresses.
- Leave the original message thread on your reply, so the recipient doesn't have to search for related emails for necessary information.
- **Pick up the phone** if you are worried the recipient may misunderstand your intentions.
- Proofread the email before you send it.

## Don't:

- Don't write anything you wouldn't say in public.
- Don't use email to discuss confidential information.
- DON'T TYPE IN ALL CAPS, it may be interpreted as shouting.
- Don't copy a message or attachment without the permission of the original sender.
- **If you have to insert a smiley :-)**, it probably means you shouldn't be writing what you did.
- Don't “spam” your readers. Don't send them unnecessary or frivolous messages. Soon they'll quit opening any messages from you.
- Don't think a message is criticizing you. If you have a lump in your throat after reading an email, pick up the phone and contact the sender.

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# Body Language

Your words say one thing, but your body may say another. You will never have a second opportunity to make a first impression.

Modes of Communication	% of Message
Verbal (words)	7%
Vocal use (tone, pitch)	38%
Visual use (body language)	55%

Words represent your intellect. Sound, gestures and movements represent your feelings.

## Facial Expression

Always come out smiling—I am happy to be here and glad you are here, too.

## Eye Contact

When you don't pay attention to your audience they will not pay attention to you. As you look from person to person, take two to three seconds on each person. Quickly sweeping the audience without eye contact is not effective.

You can only talk to one person at a time, move your eye contact through the audience looking and talking to one person at a time—the friendly ones.

## Posture

Stand tall with shoulders back. This will help give the impression of confidence.

## Hands

Keep hands visible. Do not fiddle with objects while speaking. Do not hide hands in pockets or behind your back. Do not fiddle with hair, rings or watch. Do not scratch or tap fingers. Use your hands for gesturing only when you are using your whole arm.

## Feet

Maintain equal weight on each foot. Don't shift back and forth, pace, sway, rock or stand on the sides of your shoes. Don't tap toes, go up on your tiptoes or dig with your heels or toes.

# Volunteer Policies And Practices

Thank you for sharing your skills, talents, and yourself as a Girl Scout adult volunteer. The successful implementation of the Girl Scout Leadership Experience rests on the commitment and leadership of volunteers like you. In Girl Scouting adult volunteers meet new people and develop new skills while inspiring and empowering girls in our community. Welcome to Girl Scouts of Wisconsin Southeast!

## A. Inclusion/Affirmative Action

Inclusion is a major philosophy in Girl Scouts. Therefore, there shall be no discrimination against an otherwise qualified adult volunteer by reason of disability or on the basis of age. Furthermore, there shall be no discrimination on the basis of race, color, ethnicity, sex, creed, national origin, religion, citizenship, ancestry, marital status, veteran status, or socioeconomic status. In addition, to ensure full equality of opportunity in all operations and activities of the organization, affirmative action policies and procedures shall be utilized in the recruitment, selection, training, placement, and recognition of volunteers. Special emphasis shall be placed upon securing representation of underrepresented groups.

## B. Recruitment

The recruitment process consists of a number of methods to attract qualified volunteers who will be matched to appropriate open or newly-created positions. Written position descriptions that define specific responsibilities and clarify expectations will be completed prior to recruitment and used in the search. Each volunteer will also be required to complete an application, provide references, and undergo a background check prior to selection.

## C. Selection

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 qualifications for membership in the Girl Scout Movement. Volunteers will receive a verbal interview prior to selection.

## D. Membership and Membership Registration

All girls and adults participating in the Girl Scout Movement shall be registered as members with Girl Scouts of the USA (GSUSA) and individually pay the \$15 annual membership dues. Exceptions may be made for volunteers who are working in a temporary advisory capacity. Financial aid may be available. All volunteers participating in the Girl Scout Movement shall meet GSUSA membership standards and shall agree to abide by the policies and principles of GSUSA and the Girl Scout council.

## E. Placement

Every attempt will be made to place volunteers in positions that meet both their needs and the needs of the council. In instances where this is not possible, the needs of the council will take precedence over the needs of the individual. Individuals not placed in a position for which they applied may be recommended for other positions, and they may request reassignment.

## F. 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 involving additional and/or greater responsibilities. Other advantages for volunteers include council publications; tools for recording volunteer experiences; references upon request; liability insurance; and supplementary accident insurance, as part of national and/or council membership.

## G. Performance Appraisal

Each volunteer shall be provided with the opportunity for a periodic performance appraisal and evaluation. The performance appraisal should include both a review of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The performance appraisal session should also be utilized as an opportunity to ascertain the mutual interest of the council and volunteer in the volunteer's continued service in her or his position. The position description and standards of performance for a volunteer position will be the basis of the performance appraisal. It shall be the responsibility of each staff person in a supporting relationship with a volunteer to schedule, conduct the performance appraisal, and keep a confidential written record of the appraisal session.

# Volunteer Policies And Practices, cont.

## H. Appointment and Reappointment

Operational volunteers shall be appointed for a term not to exceed one year (except for council delegates). 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 may receive confirmation of such reappointment or rotation. Reappointment is based on past performance, adherence to council and GSUSA policies and standards, support of the Girl Scout purpose, values, and 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. The council may release the volunteer from his or her position with or without cause or notice at any time.

## I. Uniforms

A uniform is not required for participation in Girl Scouting. Purchase of a uniform is at the volunteer's expense and is encouraged. The adult uniform is a Girl Scout scarf worn with membership pins for women and a tie for men. The scarf/tie and membership pins are to be worn with navy blue business attire. Volunteers are encouraged to wear the Girl Scout Membership Pin when they are not in uniform.

## J. Conflict Resolution/Dispute

The conflict resolution process is based on the fundamental values of respect for the individual and fairness. The policy exists so members of the organization can air their grievances and have avenues to solving them. All volunteers may use the conflict resolution procedure. Every volunteer may expect a fair resolution of her or his dispute without fear of jeopardizing her or his volunteer status. Informal counseling by volunteer and staff personnel is the first step in resolving a situation involving a conflict or dispute. The initiation of the conflict resolution procedure, however, will not restrict the council from taking immediate and appropriate action with respect to the volunteer. The procedure is as follows:

**Step 1.** If an informal resolution is not possible and a further hearing is desired, the person filing the complaint must do so in writing, citing the issue. The signed and dated document must be specifically titled Conflict Resolution/Dispute Request, identify the person with whom the conflict is registered, and cite the policy or procedure that has allegedly been misapplied. A copy should be sent to the identified person's supervisor. Normally within 10 working days, the supervisor will call a conference of all parties involved in the dispute and attempt to resolve the conflict. A written summary of the conference will be distributed to all parties.

**Step 2.** If the volunteer is not satisfied with the disposition of the conflict resolution, the council staff member or the council staff member's supervisor will meet with the volunteer normally within 10 working days following her or his initial conference.

**Step 3.** In the event that the dispute is not resolved in Step 2, the staff member prepares a written report on the situation, including recommendations, and sends a copy to the chief Executive Officer for review, who will provide a final answer to the complaint normally within 10 working days. The findings shall be final and binding.

## K. Recognition

The council's formal recognition system shall be consistent with the GSUSA publication Adult Recognitions in Girl Scouting.

## L. Release

Either the council or the volunteer may initiate a release from a position with or without cause or notice. A volunteer is requested to give as much notice as possible when resigning. A minimum of two weeks is requested. Situations may arise that make it necessary to release an individual from a position. The council may release an individual because of, among other things, restructuring of positions, elimination of the volunteer position in which the individual serves, the volunteer's inability or failure to complete the requirements of the position, or the refusal to comply with council or GSUSA policies. Release from the position does not cancel membership with GSUSA unless it is determined that she or he is unable to meet the membership requirement.

# Volunteer Policies And Practices, cont.

## M. Harassment

Girl Scouts of Wisconsin Southeast 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 express forms of sexual harassment.

The council expressly prohibits any form of harassment on the basis of race, color, religion, sex, age, national origin, disability, marital status, citizenship, ancestry, veteran status, or any other such characteristic.

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. A volunteer may raise these concerns without fear of reprisal. The supervisor, upon receiving such a complaint, must report the matter to the Chief Executive Officer, who will conduct an investigation and, depending on the findings, take appropriate corrective actions.

## N. Sexual Harassment

It is against the council's policies for any individual, male or female, to sexually harass another volunteer, employee, or Girl Scout member of the same or opposite sex. The council reserves the right to refuse membership endorsement or reappointment, and to dismiss or suspend from affiliation with the council any volunteer who, in conducting the Girl Scout Program, sexually harasses another volunteer, employee, or Girl Scout member of the same or opposite sex.

Any volunteer who feels that she or he has been sexually harassed should promptly report such behavior to a supervisor or the Chief Executive Officer. A volunteer may raise these concerns without fear of reprisal. Upon receiving a complaint, a supervisor will report the matter to the Chief Executive Officer/Executive Director. The Chief Executive Officer will conduct an investigation and, depending on the findings, take appropriate corrective action.

## O. Child Abuse

The council supports and maintains environments that are free of child abuse and neglect as defined by the Child Abuse Prevention and Treatment Act.

Child abuse and neglect are unlawful acts, and it 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 reserves the right to refuse membership endorsement or reappointment, and to dismiss or to exclude from affiliation with the council, any volunteer implementing the Girl Scout Program who is found guilty of child abuse and neglect or has been convicted of child abuse and neglect.

## P. Whistle Blower Protection

To the extent that any volunteer is aware or becomes aware of any potential violation of law or policy in connection with organizational business, the volunteer should report such matter. The volunteer is encouraged to report such matter in strictest confidence to their membership contact. GSWISE will use its best efforts to keep the identity of the reporting person confidential and appropriate steps will be taken to prevent retaliation.

While all volunteers are encouraged to communicate directly, the council has partnered with an independent company, WipfliWatch Line, that specializes in assisting volunteers who wish to notify management of a known or suspected violation of law or organizational policy. Information on accessing the WipfliWatch Line service and the full Whistle Blower policy is posted on our website under Contact Us.



# Disbanded/Merged Troop Form

Sometimes leadership changes result in troops merging with one another or disbanding. A troop leader needs to complete this form and submit it to Girl Scouts of Wisconsin Southeast in either case.

**Merged Troop:** A troop is considered merged when at least two troops combine to form one troop.

- Troop supplies and treasury follow girls to the combined troop.
- One troop should keep its checking account open. The other troop leader can write a check to the new, combined troop, transferring the treasury.

**Disbanded Troop:** A troop is considered disbanded when either new leadership cannot be recruited or girls and troop leaders no longer want to continue.

- If a troop disbands, supplies and treasury may be given to a school/site organizer to be distributed to other Girl Scouts.
- Money should be forwarded to the membership manager. Checks or money orders should be made out to Girl Scouts of Wisconsin Southeast.
- All blank checks should be cut or shredded.
- If a troop reactivates within a year and the council is notified, the funds are reissued to the troop.

Troop #: \_\_\_\_\_  Disbanded or  Merged

School/site and service area: \_\_\_\_\_

Troop leader of disbanded or merged troop: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Last registered in membership year: \_\_\_\_\_

Troop treasury:  Checking or  Savings Account no.: \_\_\_\_\_

Located at (name and address of banking institution): \_\_\_\_\_

- Account Closed:
- Merged with girls to another troop
  - Turned balance in to council
  - Used according to girls' wishes
  - Blank checks destroyed

Indicate how girls spent balance of money: \_\_\_\_\_

Membership manager's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return to: Girl Scouts of Wisconsin Southeast  
131 S. 69th St.  
P.O. Box 14999  
Milwaukee, WI 53214-0999





# Recruitment Conversation Guide

## Troop Volunteers

Name of Candidate \_\_\_\_\_ Service Area \_\_\_\_\_

Troop/Grade Level \_\_\_\_\_ School \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

Position Desired \_\_\_\_\_

Interviewer \_\_\_\_\_ Date \_\_\_\_\_

1. As a Girl Scout volunteer you are a role model for girls. From your life experiences, what can you share with girls that would empower them to reach their full potential?

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Girl Scout volunteers consistently work with girls, parents and other volunteers. How comfortable are you communicating with these different audiences and how do you see yourself engaging them in the girl's experience?

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. The last line of the Girl Scout Law is "... be a sister to every Girl Scout." How would you handle girls not getting along because one girl is looked at as being different?

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*For Administrative Volunteer/Staff Use Only:*

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- I recommend placement of this volunteer.
- I recommend volunteer placement within a different position or with the following role restrictions or limitations: \_\_\_\_\_
- I do not recommend placement of this volunteer in any volunteer role.

