

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.

May / June

- Schedule a planning meeting with your Service Unit Support Manager (SUSM) to debrief the current year and discuss plans for next year. Use this guide as a starting point for your conversation.
- Plan Service Team Year End Meeting to:
 - Use **End of Year Assessment** to debrief with service team.
 - Provide **Treasurer's Report** on service unit annual spending.
 - Complete annual **Service Unit Financial Report** and submit by the due date.
 - Host celebration or adult enrichment activity as a thank you to Service Team Volunteers.
- In the same or different meeting,
 - Invite Council Recruitment Manager to service team meeting to hear the recruiting strategy for the upcoming year.
 - Review **Service Unit Survey** results (collected in April) and use feedback to guide the upcoming service unit team planning process.
 - Identify **Service Team Positions** and invite volunteers to fill the roles. 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.
 - Use **Service Team Planning Worksheet** to brainstorm activities for the next year to create a draft of your **Service Unit Annual Calendar**.

June / July

- Invite service team volunteers to **Service Unit Position Training** (hosted as a council-wide training event or by Service Unit Support Manager.)
- Finalize draft of Service Unit Annual Calendar to present at the first Service Unit Meeting to all troop leaders.
- Work with Council Recruitment Manager to support Back-to-School events and plan Back-To-Troop Service Unit event (typically the first event on the Service Unit Calendar.)

Monthly / Quarterly

- Depending upon the service unit size, preferences and number of activities, service team should meet monthly or quarterly and review the following:
 - Status, budget and resource needs for current and upcoming events and activities
 - **Membership Monthly Update** (new / renewed / total girls)
 - Treasurer's Report with update on service unit spending
 - Evaluate **Staff and Service Team Selected Awards** to celebrate troop and service unit volunteers in one of eight categories

August / September

- Host first Service Unit Meeting of the year and present draft Service Unit Annual Calendar. Be prepared to solicit feedback and ask for additional committee volunteers, as needed.
- Finalize Service Unit Annual Calendar (knowing that activities may adjust as the year progresses) and share with troop leaders through two different forms of communication for their planning purposes.

November

- Host Service Unit New Leader Orientation (with Welcome Specialist) to provide introduction to local contacts.

January

- Use **Mid-Year Assessment** to assess and adjust any of the remaining activities.
- Evaluate **President's Award Form-Service Unit Team** criteria and if applicable, submit to SUSM by deadline.
- Evaluate **President's Award Form-Volunteer Committee** criteria and, if applicable, submit to SUSM by deadline.
- Identify any **Council Level Recognition** nominees from your service unit. Complete nomination process and submit by deadline.
- Host Service Unit New Leader Orientation (with Welcome Specialist) to provide introduction to local contacts.

March

- Identify any **Service Unit Recognition** nominees from your service Unit. Write nomination form and submit to SUSM by deadline.
- Attend your area's **Silver & Bronze Ceremony** to support troops / girls being recognized.
- Attend the **Inspire a Girl Expo & Gold Award Ceremony** to support any Gold Award Girl Scouts and Council Level Adult Recognition recipients from your area.

April

- Support **Volunteer Appreciation** Month and recognize the leaders in your SU. Activities might include:
 - Shout outs on service unit social media for Leader Appreciation Day on 4/22
 - Small tokens of appreciation at service unit meeting
 - Encourage troop leaders to review and submit **LEAD Troop Instructions + Checklist** and **LEAD(er) Recognition Form**
 - Potluck or other food items
- Solicit troop leader input using the **Service Unit Survey** to inform planning for next year.

April / May

- Host Service Unit celebration for the end of the year that might include the following activities:
 - **Bridging Ceremony**
 - Silver & Bronze Ceremony (if SU didn't participate in March ceremonies)
 - Adult Volunteer Service Unit Recognition
 - Delivery of Girl Cookie Recognitions to troop leaders
 - Food item like a potluck or ice cream party

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