

# Troop Mentor Coordinator



A Manual for  
Troop Mentor Coordinators  
2025-2026

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## Troop Mentor Program – *New Leaders on the Block*

Girl Scouts - North Carolina Coastal Pines' Troop Mentor Program (a.k.a. New Leaders on the Block) is a council-wide initiative that serves to welcome, engage, and advise new troop leaders through various forms of support and guidance. A troop leader's first year or two is crucial! Troop leaders play an integral role in Girl Scouting; it is through their leadership and service that girls have the opportunity to experience the world of Girl Scouting. With the proper support network and resources, troop leaders will be better equipped to provide a more meaningful experience for girls. In support of providing a comprehensive troop leader experience, there are three main goals of the Troop Mentor Program:

- **ENGAGE** new leaders to participate in and embrace their Girl Scout network
- **CONNECT** new leaders to programs, resources, and opportunities
- **EMPOWER** new leaders to provide exceptional leadership to girls

While the structure of New Leaders on the Block (NLOTB) can be customized based on the needs of each area and service unit, the success of the program relies on the efforts of the troop mentor coordinator, troop mentors, and the commitment of the service unit team to support their work and the mentoring program. There are three components that all area or regional New Leaders on the Block programs should have:

- Troop Mentor Coordinator
- Team of active troop mentors
- Guidelines and approaches for new leader support

## Troop Mentor Coordinator

The success of the Troop Mentor Program is dependent on the work of our troop mentor coordinators. To be successful, each area or service unit should select and appoint a coordinator to facilitate the program for their area. The troop mentor coordinator, in collaboration with the service unit team, membership director/manager, and the Learning and Development Team, identifies the needs of the area or service unit, coordinates the logistics, implements a mentoring system, and helps evaluate the program.

## Troop Mentors

Troop mentors serve as council ambassadors to new leaders. Troop mentors are active within service units, passionate about Girl Scouts, and have a deep desire to help new volunteers. As Girl Scout Troop Mentors, volunteers make a positive difference, watch their Girl Scout network expand, learn by teaching, and leave a legacy all while having fun! Troop mentors are Girl Scout volunteers who understand that need of initial support and how to be a good friend. Whether it's making a quick friendly phone call with words of encouragement, sharing advice and tips, or passing on valuable Girl Scout knowledge and traditions, troop mentors give leaders valuable support, which helps create a positive experience for new troop leaders.

## New Leaders on the Block: Year-at-a-Glance

There are many ways to maximize the New Leaders on the Block (NLOTB) program in your service unit throughout the year. As we look at the Troop Mentor Program's Year-at-a-Glance, take note of both quarterly and year-round efforts.

<p><b>July – August</b></p>	<p><b>Quarterly Efforts:</b>  <b>Service Unit Manager/Membership Staff:</b></p> <ul style="list-style-type: none"> <li>• Appoint Troop Mentor Coordinator</li> </ul> <p><b>Troop Mentor Coordinator:</b></p> <ul style="list-style-type: none"> <li>• Complete mentor program training via gsLearn</li> <li>• Contact membership staff or previous Troop Mentor Coordinator for previous mentor records</li> <li>• Collaborate with membership staff and service unit team to determine best practices</li> <li>• Create system for maintaining mentor records</li> <li>• Partner with membership staff and service unit manager to develop system to collect new leader information</li> </ul>	<p><b>Year-Round Efforts:</b></p> <ul style="list-style-type: none"> <li>• Encourage fellow volunteers to serve as Troop Mentors</li> <li>• For local programs, pair/group new troop leaders with troop mentors</li> <li>• Maintain a list of pairings and participating contacts; use an Excel file, Google Docs or other preferred system</li> <li>• Reference resources on the Service Unit Teams page on the council website and the Troop Mentor Coordinators/Troop Mentors rally on Rallyhood</li> <li>• Collaborate with fellow members of the Troop Mentor Program from across the council footprint through the Troop Mentor Coordinators/Troop Mentors rally on Rallyhood</li> </ul>
<p><b>September – October</b></p>	<p><b>Troop Mentor Coordinator:</b></p> <ul style="list-style-type: none"> <li>• Encourage established volunteers to serve as Troop Mentors</li> <li>• Conduct first quarter check-in with Troop Mentors</li> </ul>	
<p><b>November - January</b></p>	<p><b>Troop Mentor Coordinator:</b></p> <ul style="list-style-type: none"> <li>• Conduct 2<sup>nd</sup> quarter check-in with Troop Mentors</li> <li>• Complete <a href="#">NLOTB - Troop Mentor Coordinator Survey</a> by 11/1</li> </ul>	
<p><b>February – April</b></p>	<p><b>Troop Mentor Coordinator:</b></p> <ul style="list-style-type: none"> <li>• Conduct 3<sup>rd</sup> quarter check-in with Troop Mentors</li> <li>• Complete <a href="#">NLOTB - Troop Mentor Coordinator Survey</a> by 2/1</li> </ul>	
<p><b>May - July</b></p>	<p><b>Troop Mentor Coordinator</b></p> <ul style="list-style-type: none"> <li>• Conduct 4<sup>th</sup> quarter check-in with Troop Mentors</li> <li>• Complete final <a href="#">NLOTB - Troop Mentor Coordinator Survey</a> by 5/1</li> <li>• Direct troop leaders and troop mentors to program surveys on the council website</li> <li>• Encourage troop mentors to continue mentoring</li> </ul> <p><a href="#">NLOTB - Troop Leader 60 Day Survey</a>  <a href="#">NLOTB – New Troop Leader Survey</a>  <a href="#">NLOTB – Troop Mentor Survey</a>  <a href="#">NLOTB - Troop Mentor Coordinator Survey</a></p>	

## Customizing New Leaders on the Block in Your Area

There are several components of the New Leaders on the Block program that keep it consistent council-wide: a troop mentor coordinator, troop mentors, support for troop leaders, and partnership and communication between the troop mentor coordinator, service unit manager, and membership director/manager. While these elements are the cornerstones of the GS-NCCP mentor program initiative, the program can look very different from service unit to service unit or region to region. Below are some examples of how each service unit can customize the program to meet the needs of their area and their volunteers:

- **By Girl Scout Grade Level** – This system pairs mentors with mentees based on Girl Scout grade level, allowing the troop mentor to provide grade level specific support to small groups of new troop leaders. This structure works well for smaller service unit teams.
- **By Geographical Area** – Troop mentors are appointed to a geographical area to offer support, share ideas, and provide information about local opportunities. This system works well for large areas that are separated by smaller geographical units.
- **By Group** – This approach offers the opportunity for groups of new troop leaders to meet in a centralized location or virtually with a local troop mentor. During this meeting, the troop mentor could offer an enrichment, share a SWAP idea or craft, discuss badgework, and answer questions.
- **With Troop Mentor “Office Hours”** – In this program customization, troop mentors have the flexibility to offer a structured meeting time or something that is more casual. Office hours can be offered in-person or virtually and can be more like the group approach or simply be a time for volunteers to connect, engage in a team building exercise, or have time for Q&A.
- **By Region** – This model follows the group and “office hours” where troop mentors from an area offer either in-person or virtual meeting time as a group or office hours to troop leaders that could be from their service unit or from an outside county or service unit. This initiative is in place to provide support to volunteers that may not have a troop mentor program in their area and would like to participate. Please see Appendix D for a list of New Leaders on the Block programs and who to contact.

For all New Leaders on the Block programs, we recommend that the program has the following:

- Troop Mentor Coordinator/s
- Troop Mentors
- A support system for new troop leaders
- Partnership and communication between the troop mentor coordinator, service unit manager, and membership director/manager
- Local level and regional level contact information – Troop Mentor Coordinators, Service Unit Managers, and Membership Directors/Managers.

Although these components are the cornerstone of the program, we encourage you to explore new opportunities and bring fresh ideas to the program. However, if you are unsure of where to begin, we recommend utilizing the New Leaders on the Block: Year-at-a Glance (see page 4) quarterly and annual timeline. The month-to-month timeline offers a structured support system to help get you started. As you connect with troop mentors and complete the touchpoints, you will be able to observe the success of the program. Troop mentors will share the positive impact they have made in the Girl Scout experience of a new troop leader. You will also be able to learn more about the additional areas of support needed for new troop leaders in your area/s. Through online resources like the council website and Rallyhood, your membership director/manager, and our learning and development team, you will be able to offer guidance to troop mentors and ensure the delivery of a quality mentor program in your Girl Scout community.

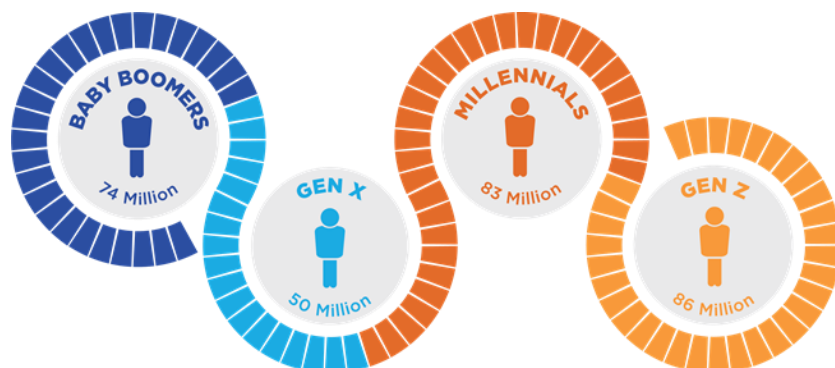
If you have questions related to New Leaders on the Block, please reach out to the learning and development team at [learning@nccoastalpines.org](mailto:learning@nccoastalpines.org).

## Considering Generation Gap Approaches

At Girl Scouts, we are fortunate to have volunteers that are from numerous generations – from Baby Boomers to Gen Z and many generations in between! When thinking about generations, there are different learning styles, communication preferences, communication patterns, and leadership approaches. This does not mean that any one generation is superior. It just means that what works for some volunteers may not work for others. Troop leaders use this same approach with our girls. Each girl is unique and that is what makes Girl Scouting and our Movement special! When considering generation gaps, we encourage troop mentors to:

- **Welcome diversity** and generational differences
- Avoid stereotypes and focus on working to **understand and value differences**
- Communicate openly and **respect boundaries**
- Discover and **expand on commonalities**
- **Consider various learning styles** and be willing to share information in multiple ways

If you have questions about generation gap approaches, please reach out to the learning and development team at [learning@nccoastalpines.org](mailto:learning@nccoastalpines.org).



## Troop Mentor Coordinator Role and Responsibilities

Our troop mentor coordinators are the drivers of the Girl Scout welcome wagon – it is their role to encourage troop mentors to develop meaningful relationships with their mentees.

### Working with Troop Mentors

One of the best parts of being a troop mentor coordinator is the opportunity to build and cultivate relationships with fellow volunteers and between troop mentors and new troop leaders.

Below are some fun ways to engage your mentors:

- Host a mentor and mentee get together – whether that is in-person or virtual
- Get creative with ways troop mentors can welcome new troop leaders (fun scripts or cute welcome cards)
- Share interesting and educational monthly Girl Scout facts with your troop mentors to then pass on to their new troop leaders
- Announce and recognize both current and new troop mentors at area/service unit meetings

### Troop Mentor Coordinator Quarterly Touchpoints

Maintaining contact between troop mentors and their new troop leaders is essential to ensuring a successful partnership and leader growth. This can be done with a one-to-one approach or completed as a group depending on if the mentor program is local or regional. GS-NCCP created touchpoints to help guide, advise, and support troop mentors. These touchpoints are based on an August/September leader start date. However, the order of the touchpoints can be modified to meet the needs of new troop leaders who onboard at different times throughout the year.

#### First Month

Have the troop mentors...

- Contacted their new troop leaders?
- Encouraged new troop leaders to complete required onboarding trainings?
- Assisted with the planning of or asked new troop leaders about the parent meeting?
- Assisted with the planning of or asked new troop leaders about the first troop meeting?
- Visited the new troop leader's first troop meeting and/or offered meeting support?
- Invited the new troop leader to service unit meetings?

#### End of First Quarter

Have the troop mentors...

- Maintained contact with their new troop leaders?
- Asked new troop leaders if they have completed Leadership Launchpad and other required trainings?

- Invited new troop leaders to an area/service unit meeting?
- Asked if the new troop leader's troop has a designated troop first-aider or shared the importance of this role?
- Offered new troop leaders support for council's upcoming product program sales?
- Shared the [NLOTB - Troop Leader 60 Day Survey](#) with new troop leaders?
- Introduced new troop leaders to additional volunteer support services and resources?
  - Troop Co-leader page on GS-NCCP website
  - Council and Co-Leader Facebook pages
  - gsLearn volunteer trainings
  - Co-Leader Connection series
  - Troop Banking page on GS-NCCP website
  - Volunteer Toolkit tutorials on GS-NCCP website and training on gsLearn

### **End of Second and Third Quarters**

Have the troop mentors...

- Maintained contact with their new troop leaders?
- Invited leaders to an area/service unit meeting (if they have not already attended)?
- Asked about the troop's desire to participate in camp or outdoor events and programs?
- Directed troop leaders to council website for information on becoming an Outdoor Certified Adult?
- Offered support with end-of-year activities and responsibilities?
  - Any required end of year forms
  - Troop Finance Report
  - Bridging Ceremony (if applicable)

### **End of Fourth Quarter**

Have the troop mentors...

- Maintained contact with their new troop leaders?
- Answered questions and offered support related to membership renewals?
- Encouraged troop leaders to continue to explore training opportunities within gsLearn?
- Encouraged troop leaders to complete the [NLOTB – New Troop Leader Survey?](#)
- Completed the [NLOTB – Troop Mentor Survey?](#)

## **Thank You**

Thank you for being an integral part of New Leaders on the Block and serving as a troop mentor coordinator in your area. Please check the council website – [www.nccoastalpines.org](http://www.nccoastalpines.org) – and the GS-NCCP Troop Mentor Program rally on Rallyhood – [www.rallyhood.com](http://www.rallyhood.com) - regularly for new resources and updates. If you have questions or resource suggestions, please reach out to the Learning & Development team at [learning@nccoastalpines.org](mailto:learning@nccoastalpines.org).

## Troop Mentor Role and Responsibilities

Troop mentors are more than just ambassadors for new leaders; they can be a friend! They welcome new troop leaders and introduce them to the world of Girl Scouting and familiarize them with support systems and available resources. Troop leaders are paired or grouped with troop mentors throughout the year. To ensure success, troop mentors are asked to commit to the program for a full year.

### Troop Mentor Role

Do you remember your first few months as a troop leader? You probably had many questions and might have even felt confused. Below are important ways troop mentors support new leaders:

<p><b>ENGAGE</b> new leaders to participate in and embrace their Girl Scout network</p>	<ul style="list-style-type: none"> <li>• Welcome new troop leaders to the Girl Scout community</li> <li>• Connect new troop leaders to the area/service unit team by making introductions at a meeting and ensuring they understand the role of the service unit and the administrative team positions</li> <li>• Invite troop leaders to attend your or a fellow volunteer’s troop in-person or virtual meeting to get firsthand experience</li> <li>• Invite troop leaders to join social media outlets like Facebook or the service unit Rallyhood page for area and service unit updates</li> </ul>
<p><b>CONNECT</b> new leaders to programs, resources, and opportunities</p>	<ul style="list-style-type: none"> <li>• Introduce them to the “Who to Contact” list (see Appendix)</li> <li>• Encourage them to participate in troop leader trainings and explore online resources:             <ul style="list-style-type: none"> <li>○ Volunteer Toolkit (VTK) Tutorials</li> <li>○ Troop Banking: Getting Started and Making Changes</li> <li>○ Leadership Launchpad (Register through <a href="#">Activities</a>)</li> <li>○ Diversity, Equity, Inclusion and Belonging Training</li> <li>○ Don’t forget to utilize other helpful new leader resources like <a href="#">Volunteer Essentials</a> and <a href="#">Lead On! A Go-To Guide for Co-Leaders</a></li> <li>○ Encourage them to attend troop leader events and activities</li> <li>○ Council and service unit events</li> </ul> </li> </ul>
<p><b>EMPOWER</b> new leaders to provide exceptional leadership to girls</p>	<ul style="list-style-type: none"> <li>• Share past experiences and best practices</li> <li>• Offer guidance regarding the first troop and parent meeting</li> <li>• Share tips on how to incorporate the GSLE (Girl Scout Leadership Experience) into troop meetings</li> <li>• Offer secondary support during council sponsored product sale programs (Fall Product Program and Cookie Sale)</li> <li>• Schedule regular time to meet informally and face-to-face</li> </ul>

## Troop Mentor: Year-at-a-Glance

Below is an overview of what troop mentors can expect throughout the year. This timeline will vary depending on the start date of the new troop mentor.

<p><b>First Quarter</b>  <i>The goal for the initial contact and the first three months with the new leader(s) is to establish yourself as a reliable resource who they can feel comfortable contacting.</i></p>	<ul style="list-style-type: none"> <li>• Complete Troop Mentor Program training via gsLearn</li> <li>• Meet with or make initial contact with assigned new leader(s)</li> <li>• Check-in with assigned leader(s) monthly</li> </ul>
<p><b>Second and Third Quarters</b>  <i>The goal for the second quarter is to maintain consistent contact with the leader(s), offering continued support and guidance.</i></p>	<ul style="list-style-type: none"> <li>• Conduct second quarter check-in with assigned leader(s)</li> <li>• Conduct third quarter check-in with assigned leader(s)</li> </ul>
<p><b>Fourth Quarter</b>  <i>The goals for the fourth quarter are to assist leader(s) with wrapping up the year, transitioning to the next program year, and evaluating their Girl Scout experience.</i></p>	<ul style="list-style-type: none"> <li>• Conduct fourth quarter check-in with assigned leader(s)</li> <li>• Complete and submit troop mentor survey to troop mentor coordinator</li> </ul>

## Who to Contact

New troop leaders will have many questions and you, as their mentor, may have questions yourself. No worries! We are always happy to help! For a list of who to contact and where to look when you need answers or help, check out the “Who to Contact” page in the Appendix.

## Engaging Leaders

Every troop leader is unique, and as a troop mentor, you will want to meet the individual needs of each leader. The Girl Scout Law offers some things to remember when working with your assigned troop leader(s):

- **Friendly and helpful** ☺ – Whether it is on the phone or in person, smiles are contagious. If you are smiling, the new troop leaders will be smiling, too!
- **Considerate and caring** – New volunteers often do not know the questions they should be asking. Troubleshoot unasked questions by providing leaders with helpful suggestions, ideas, and pointers.
- **Use resources wisely** – Our Girl Scout network is huge! If you are not sure how to answer a question, rely on our network by visiting our website at [www.nccoastalpines.org](http://www.nccoastalpines.org), contacting your area’s membership director/manager, or the Learning and Development team at [learning@nccoastalpines.org](mailto:learning@nccoastalpines.org).
- **Be a sister (or brother) to every Girl Scout** – Do your best to make them feel comfortable and welcome!

## Troop Mentor Initial Touchpoints

We have made it super easy to be a troop mentor! With the use of touchpoints, you will be able to help new volunteers successfully navigate the Girl Scout year. Although these touchpoints are based on an August start date, they can be modified to accommodate different start dates throughout the year.

After a new troop leader onboards and you have been notified of a new leader in your area from the area troop mentor coordinator, we encourage mentors to reach out to the new leader within 48 hours. Making contact early is key for making new volunteers feel welcome and supported. The purpose of the first contact is to welcome them, briefly introduce yourself, and let them know you are available as an additional resource.

Here are some of the main points you will want to cover when contacting your mentee(s) the first month:

- Welcome/Introduction – welcome the new volunteer to Girl Scouts and get to know one another
- Introduce them to the Troop Mentor Program
- Ask if they have completed their onboarding gsLearn trainings and if they have questions about how to access them
- Assure them you are there to help and provide support and guidance
- Offer to answer questions they may have now or in the future
- Arrange a date and time for your next meeting or phone call (this follow-up connection should happen within the first two weeks of your initial contact)
- Ask if they have completed Leadership Launchpad training in person or on gsLearn (this training is to be completed in their first 60 days as a new troop leader)
- If you are a troop leader yourself, invite your mentee(s) to attend one of your troop meetings to provide first-hand experience
- Invite them to the area's service unit meeting

## Troop Mentor Quarterly Touchpoints

The first three months for new troop leaders are crucial. New volunteers receive a lot of information, and they might feel overwhelmed and confused. As their mentor/friend, your role during this time is to help ensure a smooth transition into a leadership role in Girl Scouts. At this point, you have already made a connection and welcomed them to Girl Scouts. Your next few touchpoints or meetings will be more informational. Be ready to answer questions and connect them with information that will set them up for success! By the end of the third month, the goal is to establish that you, as the troop mentor, are a reliable resource. Here is a suggested timeline and touchpoints for the first three months:

### **First Quarter Touchpoints - Month One**

Have the new troop leaders...

- Completed required online gsLearn trainings and Leadership Launchpad training (in person or online)? New troop leaders are required to complete onboarding trainings in the first 60 days.
- Secured a meeting location/date/time for their new troop?
- Become a FA/CPR Certified Adult (if they are not already) and/or completed the [Troop First Aider Self-Reporting Form](#)?
- Scheduled a troop parent meeting? Do they need additional tools or support?
- Scheduled the first meeting with the girls? Do they need additional tools or support to help them be prepared for the first meeting with the girls?
- Ensured all girls and adults have registered and paid their membership dues?
- Collected health history forms ([TP-105](#)) from the caregivers of all participating girls?
- Began preparations for a troop investiture ceremony? (Visit GSUSA's website for more information about [Girl Scout Ceremonies](#).)

### **First Quarter Touchpoints - Month Two**

Have the new troop leaders...

- Opened a troop bank account? Visit [Troop Banking](#) for more information.
- Attended or have plans to attend a local service unit/area meeting?
- Been introduced to the council-sponsored product sale programs? ([Product Program](#) - Fall Product Program or Cookie Sale)
- Completed training for upcoming council-sponsored product program? (if applicable)
- Received council updates and information via email?

### **First Quarter Touchpoints - Month Three**

Have the new troop leaders...

- Looked through and familiarized themselves with other council resources? (Refer to "Who to Contact" in the Troop Mentor Guide)
- Utilized the Volunteer Toolkit (VTK)? (Access the VTK through My GS on the council website)
- Completed training for upcoming council-sponsored product program? (if applicable)
- Registered for local upcoming events? (if applicable)

### **Second and Third Quarter Touchpoints**

Thanks to your guidance the new troop leader(s) have successfully navigated the first three months of Girl Scout leadership! At this point, you have established yourself as a reliable resource and hopefully your mentees feel comfortable reaching out to you with questions. As the new troop leaders continue their Girl Scout journey, consistent reassurance, support, and engagement is the focus of your role as their mentor for the remainder of the Girl Scout year.

Have the troop leaders...

- Attended an area/service unit meeting?
- Been introduced at an area/service unit meeting?
- Explored recommended gsLearn trainings?

- Attended cookie informational meeting? (if applicable)
- Signed up for local events?
- Signed up for summer camp? (Summer Fun Guides come out around January)
- Completed available Girl Scout Bridging trainings on gsLearn?

### **Fourth Quarter Touchpoints**

Congratulations! You did it!! You have helped new troop leader(s) successfully navigate their first Girl Scout year! Now, it is time to help them transition to the next year.

Have the troop leaders...

- Taken advantage of Spring Renewal council offered incentives and renewed their Girl Scout membership for the upcoming year?
- Reached out to the members in their troop to confirm which current members are returning for another year of Girl Scout fun?
- Considered being a troop mentor to a new leader? Mentees can become the mentor and make a difference in the Girl Scout leadership experience of a future troop leader! Share your story and encourage other volunteers to become a part of this rewarding experience!

### **Troop Leader and Assistant Troop Leader Onboarding Training Path**

#### **Troop Leader Onboarding Training Content and Timeline (5hrs 12mins)**

To be completed within the first **30-days** of onboarding (1 hour 22 mins)

- GSUSA New Leader Onboarding: What Girl Scouts Do (by Program Level) (10 mins)
- GSUSA New Leader Onboarding: Your First Troop Meeting (20 mins)
- GSUSA New Leader Onboarding: Troop Safety (20 mins)
- GSUSA New Leader Onboarding: Delivering Inclusive Program (20 mins)
- 367 Troop Banking: Getting Started and Making Changes (12 mins)

To be completed within the first **60-days** of onboarding (3 hours 50 mins)

- 367 Leadership Launchpad (1.5 hours) (Live Training Session)\*\*
- GSUSA Girl Scout Child Abuse and Neglect Prevention Training (50 mins)
- 367 Diversity, Equity, Inclusion, and Belonging Training (1.5 hours)

#### **Recognition for Completion of Onboarding:**

\$40 Troop Start-Up Funds:

Troop Leader must complete the first 30-days assignments within 30 days

\$30 Council Shop Credit:

Troop Leader must complete the first 60-days assignments within 60 days

#### **Assistant Troop Leader Onboarding Training Content and Timeline**

To be completed within the first **30-days** of onboarding (**1 hour 30 mins total**)

- GSUSA New Leader Onboarding: Troop Safety (20 mins)
- GSUSA New Leader Onboarding: Delivering Inclusive Program (20 mins)
- GSUSA Girl Scout Child Abuse and Neglect Prevention Training (50 mins)

Thank you for being a valuable part of the New Leaders on the Block program!

## Appendix A

### Who to Contact

Volunteer Resources, Adult Training & Learning Opportunities	Visit the Volunteer page on the website. Email: <a href="mailto:learning@nccoastalpines.org">learning@nccoastalpines.org</a>
Camp & Outdoor Programs Summer Resident Camp Troop & Group Camping Day Camp	Visit the Camps page on the website. Refer to the Summer Fun Guide Email: <a href="mailto:outdoorprogram@nccoastalpines.org">outdoorprogram@nccoastalpines.org</a>
Donations Money-Earning Projects	Visit the Donate page on the website. Email: <a href="mailto:development@nccoastalpines.org">development@nccoastalpines.org</a> For Money Earning Projects, refer to Volunteer Essentials and Troop Finances webpage. Search: SU104 (Troop Money-Earning Guidelines*) Email: <a href="mailto:helpdesk@nccoastalpines.org">helpdesk@nccoastalpines.org</a>
Financial Assistance Wider Opportunity Status & Grants	For questions related to financial aid for girls, troop travel, or Wider Opportunities, contact the Outdoor Program Team. For questions related to financial aid for adults and events, email <a href="mailto:helpdesk@nccoastalpines.org">helpdesk@nccoastalpines.org</a> .
Highest Awards Support Gold, Silver, Bronze	Email: <a href="mailto:girlawards@nccoastalpines.org">girlawards@nccoastalpines.org</a>
Certificate of Insurance Request	<a href="#">Certificate of Insurance Request Form</a>
Product Sales Programs	Visit the Cookies page on the website. Email: <a href="mailto:cookies@nccoastalpines.org">cookies@nccoastalpines.org</a>
Safety	Refer to: Safety Activity Checkpoints and/or Volunteer Essentials Email: <a href="mailto:outdoorprogram@nccoastalpines.org">outdoorprogram@nccoastalpines.org</a>
Troop Social Media and Websites	Email: <a href="mailto:social@nccoastalpines.org">social@nccoastalpines.org</a> for guidelines and policies.
Registering for Events & Activities	Email: <a href="mailto:helpdesk@nccoastalpines.org">helpdesk@nccoastalpines.org</a>
Troop Finances & Troop Banking	Search: TP450 (Troop Banking Guidelines*) Email: <a href="mailto:troopbanking@nccoastalpines.org">troopbanking@nccoastalpines.org</a>
Badgework & Programming	Email: <a href="mailto:programteam@nccoastalpines.org">programteam@nccoastalpines.org</a>

## Appendix B

### Volunteer Position Description and Agreement

#### Troop Mentor Coordinator

##### **SUMMARY:**

The Troop Mentor Coordinator identifies and assigns troop mentors to welcome and engage new leaders; providing them with ongoing support and resources throughout the program year in an effort to ensure the delivery of a quality Troop Mentor Program.

##### **TERM OF APPOINTMENT:**

The Troop Mentor Coordinator is appointed for a term of one program year but may be eligible for reappointment.

##### **ACCOUNTABILITY:**

The Troop Mentor Coordinator is accountable to the Area Service Unit Manager, Membership Director/Manager, and appropriate Learning and Development staff.

##### **RESPONSIBILITIES:**

Work in partnership with the Area Service Unit Manager and Membership Director/Manager to stay up-to-date on new troops forming; identify and assign troop mentors to new leaders as needed.

Ensure troop mentors initiate and maintain contact with new leader(s) - introduce new leaders to local area support structure and administrative team members, invite and encourage new leaders to attend area meetings and remain available to answer questions and provide support as needed.

Promote online and in-person training opportunities with troop mentors; confirm they are accurately informed about Girl Scout sponsored program sales (Fall Product Program and Cookie Program), programming opportunities and events offered by council or local area for new leader/troop engagement.

Share with troop mentors local and council programming ideas, resources, and best practices to engage new leaders and have a successful girl-led troop.

Detail troop mentor coordinator experience with mentors through interactive document and survey – evaluate experience, share follow ups needed, provide constructive feedback and celebrate successes.

Remain informed about and comply with all current policies, procedures and guidelines (Volunteer Essentials, Safety Activity Checkpoints and Volunteer Policies) of Girl Scouts - North Carolina Coastal Pines and GSUSA.

## Appendix C

### Volunteer Position Description and Agreement

#### Troop Mentor

##### **SUMMARY:**

The Troop Mentor welcomes and engages new leaders; providing them with ongoing support and resources throughout the program year in an effort to ensure the delivery of a quality Girl Scout program.

##### **TERM OF APPOINTMENT:**

The Troop Mentor is appointed for a term of one program year but may be eligible for reappointment.

##### **ACCOUNTABILITY:**

The Troop Mentor is accountable to the Troop Mentor Coordinator, Area Service Unit Manager, Membership Director/Manager, and appropriate Learning and Development staff.

##### **RESPONSIBILITIES:**

Work in partnership with the Troop Mentor Coordinator, area service unit manager and membership director to welcome and support new leaders to Girl Scouting and the Girl Scout Leadership Experience.

Initiate and maintain contact with new leader(s) - introduce new leaders to local area support structure and administrative team members, invite and encourage new leaders to attend area meetings and remain available to answer questions and provide support as needed.

Share with new leaders local and council programming ideas, resources and best practices to engage girls and have a successful girl-led troop.

Ensure new leaders are aware of online and in-person training opportunities and accurately informed about Girl Scout sponsored program sales (Fall Product Program and Cookie Program), programming opportunities and events offered by council or local area for new leader/troop engagement.

Detail mentor experience with new leaders through interactive document and survey – evaluate experience, share follow ups needed, provide constructive feedback and celebrate successes.

Remain informed about and comply with all current policies, procedures and guidelines (Volunteer Essentials, Safety Activity Checkpoints and Volunteer Policies) of Girl Scouts - North Carolina Coastal Pines and GSUSA.

# Appendix D

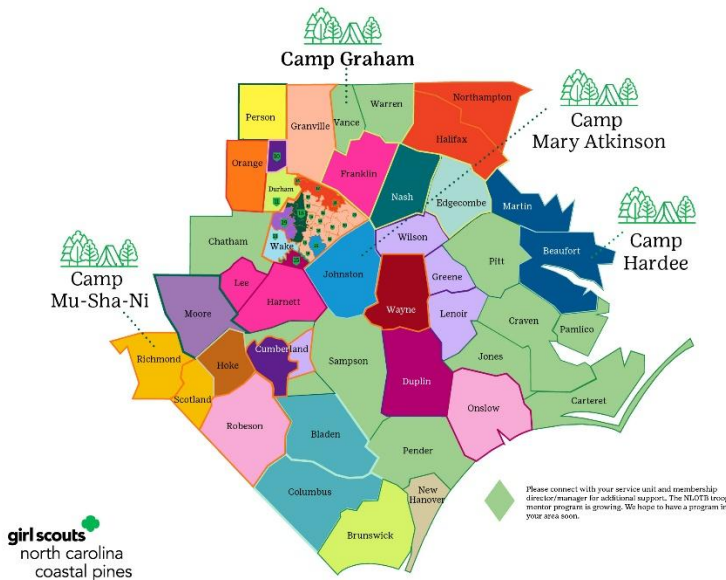
## New Leaders on the Block and Program Map



New Leaders on the Block (NLOTB) is a council-wide Troop Mentor Program that focuses on supporting new troop leaders in-person or virtually throughout our council footprint. This program serves volunteers locally and regionally. For volunteers that are in service units that do not have a New Leaders on the Block program, this can be extremely effective and helpful. New Leaders on the Block regional programs offer flexibility – in-person and virtual meetings throughout the year plus time for engaging activities. Mentor programs vary from area to area and are contingent on volunteer leadership and participation. Please see

below for New Leaders on the Block programs and coordinators. To connect with a NLOTB program, please use the contact information below. If a volunteer resides in a county that is light green on the map, please encourage them to connect with their service unit for support. To launch a NLOTB program in an area that currently is light green, contact Learning and Development at [learning@nccoastalpines.org](mailto:learning@nccoastalpines.org).

## New Leaders on the Block



- ◆ **Kiara Bryant**  
kies137@halifaxcc.net  
*Nash*
- ◆ **Debbie Smith**  
debbsmith.troop389.gs@gmail.com  
*Durham*
- ◆ **Amber Staup**  
amb1723@yahoo.com  
*Cumberland - West*
- ◆ **Shelley Brocksmit**  
SBIgator@hotmail.com  
*Wake 14-Wake 16-Wake 17-Durham*
- ◆ **Pam Miles**  
pdm0393@gmail.com  
*Edgecombe/Northampton*
- ◆ **Debi Willis**  
wildeb2@gmail.com  
*Wake 19*
- ◆ **Heather Gargiulo**  
dizzy0910@yahoo.com  
*Wake 22*
- ◆ **Jennifer Armstrong-Bettini and Kristina Lyteson**  
Jennifer - g.j.f.scouts1965@gmail.com  
Kristina - troop00404@gmail.com  
*Wake 18*
- ◆ **Jeryl Anderson**  
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*Durham 11*
- ◆ **Maureen Currence**  
m.star124@yahoo.com  
*Durham*
- ◆ **Betty Craig and Julie Lundy**  
Betty - bettypsghetti@aol.com  
Julie - juleslundy@yahoo.com  
*Franklin*
- ◆ **Lee Anne Stiles**  
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*Waynes/Morris*
- ◆ **Melissa Phillips**  
smithnjoan@yahoo.com  
*Edgecombe*
- ◆ **Jennifer DeCesari**  
jennifercesari@gmail.com  
*Wake 23*
- ◆ **Erin Humbert**  
erinhumb@msn.com  
*Durham 21*
- ◆ **Kim Watkins and Kelley Massengale**  
Kim - gsleaderncp@bellsouth.net  
Kelley - kelley.massengale@gmail.com  
*Orange*
- ◆ **Charmaine Brown, Latonja Council, and Tasheka Travers**  
Charmaine - ccromart6720@gmail.com  
Latonja - latonja2009@yahoo.com  
Tasheka - gsnetroop476@gmail.com  
*Cumberland - West*
- ◆ **Elizabeth Russell**  
hunter\_392@yahoo.com  
*Wake*
- ◆ **Hattie Reep**  
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*Richmond - Scotland*
- ◆ **Gabrielle Beason**  
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*Harnett and Lee*
- ◆ **Linda Peedin and Lauren Wright**  
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Lauren - lnwright913@gmail.com  
*Johnston*
- ◆ **Jennifer Arrington**  
Jennifer.Gregory.Arrington@gmail.com  
*New Hanover*
- ◆ **Kendra White and Jessica Hartzog-Goldman**  
Kendra - allthingspraise@gmail.com  
Jessica - hartzogj0199@marybaldwin.edu  
*Wayne*
- ◆ **Pam Cummings**  
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*Robeson*
- ◆ **Jamie Wesner**  
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*Moore*
- ◆ **Jessica Howell**  
jyongue354@gmail.com  
*Person*
- ◆ **Romelle Cunningham**  
romnelles@gmail.com  
*Cumberland - East*
- ◆ **Shawna Schnorr**  
sachschnorr@gmail.com  
*Wake 22*
- ◆ **Julie Pelletier and Faith Chapman**  
Julie - jajelletiere@gmail.com  
Faith - chapman.fath07@yahoo.com  
*Madison - Columbus*

*NLOTB mentor programs and contact information in larger print on the next page*

<b>County/Service Unit</b>	<b>Volunteer</b>	<b>Email Address</b>
Beaufort-Martin	Lee Anne Stiles	lahstiles@gmail.com
Bladen-Columbus	Julie Pelletier	japelletierece@gmail.com
Bladen-Columbus	Faith Chapman	chapman.faith07@yahoo.com
Brunswick	Heather Hill	heathershore@hotmail.com
Cumberland-East	Ronnelle Cunningham	ronnellea@gmail.com
Cumberland-West	Charmaine Brown	ccromartie720@gmail.com
Cumberland-West	Latonja Council	latonja2009@yahoo.com
Cumberland-West	Tasheka Travers	gsnctroop476@gmail.com
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Durham 10	Errin Humbert	errinhumb@msn.com
Durham 11	Jeryl Anderson	gscout4me@yahoo.com
Edgecombe	Melissa Phillips	smithmjoan@yahoo.com
Franklin	Betty Craig	bettypasghetti@aol.com
Franklin	Julie Lundy	juleslundy@yahoo.com
Halifax-Northampton	Pam Miles	pdm0393@gmail.com
Harnett/Lee	Gabrielle Beason	msgbeason2010@gmail.com
Hoke	Elizabeth Russell	hunter_392@yahoo.com
Johnston	Linda Peedin	lindapeedin@gmail.com
Johnston	Lauren Wright	lnwright913@gmail.com
Lenoir/Greene/Wilson	Amber Staup	ambil723@yahoo.com
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Orange	Kim Watkins	gsleadernccp@gmail.com
Orange	Kelley Massengale	kelley.massengale@gmail.com
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Robeson	Pam Cummings	pcummings2009@hotmail.com
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Wayne	Kendra White	allthingspraise@gmail.com
Wayne	Jessica Hartzog-Goldman	hartzogjl0199@marybaldwin.edu