

Service Unit Evaluation and Support Program

Annual Self-Reflection: Service Unit Manager



Volunteer Name:
County/Service Unit:
Email Address/Phone Number:

Section I: Service Unit Annual Reflection

Section II: Self-Reflection

Section III: Service Values

Section IV: Training & Planning

******For the 2020-2021 Girl Scout year, council will review the Annual Self-Reflection form and certain criteria in a more relaxed scope due to Covid-19.***

Section I: Service Unit Annual Reflection

To better support our service units and serve our volunteers, please complete the following:

Please list the name/s of the volunteer serving in the following Girl Scout roles:

Service Unit Manager _____

Area Fall Product Coordinator _____

Area Cookie Coordinator _____

Area Treasurer _____

Area Event Director _____

How many times during the 2020-2021 Girl Scout year did the service unit meet (in-person and/or virtually)?

Did the service unit have a completed calendar of events? If the area did not, please explain.

How many community events and/or Reach More Girl (recruitment/area growth) events did the service unit participate in? (Examples include Invite-A-Friend, Open Houses, community fairs and festivals, Girl Scout Week, Girl Scout Sunday, etc.)

Does the service unit communicate regularly with council staff (i.e. the service unit accurately directs volunteers to the designated department to support troop needs and is responsive to volunteers and staff requests)? Yes or No.

If no, why not? Please explain. _____

How does the service unit regularly promote training dates and training opportunities? Means of communication could be email, Rallyhood, or another social media platform like an area Facebook page.

Have members of the service unit team completed position training in the last 5 years and which training methods were utilized?

Trained Y/N In-person ATC/Conference Workshop gsLearn Other

Service Unit Manager _____

Area Cookie Coordinator _____

Area Event Director _____

Area Fall Product Coordinator _____

Area Treasurer _____

Are the following service unit team members registered on Rallyhood? Yes or No.

Service Unit Manager _____

Area Cookie Coordinator _____

Area Event Director _____

Area Fall Product Coordinator _____

Area Treasurer _____

If not, please explain. _____

How many service unit team members attended the Administrative Team Conference (ATC) in 2020? _____

Would you say that 50% of the service unit team members were present at ATC? Yes or No.

In what ways did the service unit utilize the Service Unit Planning Packet during the Girl Scout year?

If the area did not use the Service Unit Planning Packet, why not? Please explain.

Did the service unit complete and internally review the Service Unit Planning Packet's Mid-Year Assessment? Yes or No.

If no, why not? Please explain. _____

Is there any additional information about the service unit, service unit team, and/or area that you would like to share?

Section II: Self-Reflection

Volunteer Position Description Summary: The Service Unit Manager is responsible for providing administrative guidance and support to a team of administrative volunteers who promote member recruitment, retention, training, support and program tools for Girl Scouts within the assigned area of service.

When thinking about your last year of service, please reflect on the following:

Core Values – The Girl Scout Law

I will do my best to be honest and fair, friendly and helpful, considerate and caring, courageous and strong, and responsible for what I say and do, and to respect myself and others, respect authority, use resources wisely, make the world a better place, and be a sister to every Girl Scout.

- 🌱 How do you see your volunteer role connecting to the Girl Scout Law? Is there a part, or sections, that you find to be particularly important in this role?

- 🌱 When thinking about your performance this past year, is there a part of the Girl Scout Law that you feel you have been consistent in incorporating into your role? Is there a part of the law that you feel you could improve on?

Section III: Service Values

Using a scale of 1 – 5, where 5 = excellent and 1 = needs improvement, self-score your performance for this past year in the following service areas: Responsibilities, Professionalism, and Effectiveness.

5 – Excellent; 4 = Very Good; 3 = Good; 2 = Fair; 1 = Needs Improvement

Responsibilities

5 – Excellent; 4 = Very Good; 3 = Good; 2 = Fair; 1 = Needs Improvement	Self-Score
Partnered with the membership director to recruit, train, oversee, and support members of the area administrative team	
Helped to support area efforts in recruitment, training, retention, and ongoing support of area volunteers and troop co-leaders	
Chaired the service unit/area administrative team meetings in an effective and efficient manner	
Helped to ensure volunteers received training appropriate to their position	
Helped to ensure area volunteers and troop co-leaders followed all health, safety, program standards, and policies	

Professionalism

5 – Excellent; 4 = Very Good; 3 = Good; 2 = Fair; 1 = Needs Improvement	Self-Score
Embodied the Girl Scout spirit and EPIC culture of the council	
Cultivated relationships with other volunteers, co-leaders, members of the administrative team, and Girl Scout staff	
Maintained poise in handling difficult situations	
Communicated promptly and clearly with other volunteers and staff	
Was reliable and timely in completing assignments	

Effectiveness

5 – Excellent; 4 = Very Good; 3 = Good; 2 = Fair; 1 = Needs Improvement	Self-Score
Welcomed opportunities to learn or try new things	
Sought guidance and clarification when necessary	
Cultivated a welcoming, comfortable and safe space and atmosphere	
Facilitated the sharing of ideas for both new and veteran volunteers	

Section IV: Training and Planning

When looking back at your last year of service, please share a little more about your Girl Scout experience, training needs, goals for the upcoming year and how we can further assist you in meeting volunteer needs.

🌿 In what ways have your abilities, experience, and spirit benefitted Girl Scouts this past program year?

🌿 Do you feel that you were adequately trained for your role? What additional support, training, or learning opportunities would you like to see made available to you in your role?

🌿 What is your hope for next year? Do you have suggestions for things we may do differently?

🌿 Additional Comments:

Membership Director Name

Date

Volunteer Name/Signature

Date