

# Service Unit Evaluation and Support Program

## Annual Self-Reflection: Service Unit Manager



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|------------------------------------|
| <b>Volunteer Name:</b>             |
| <b>County/Service Unit:</b>        |
| <b>Email Address/Phone Number:</b> |

### Section I: Service Unit Annual Reflection

### Section II: Self-Reflection

### Section III: Service Values

### Section IV: Training & Planning

#### 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 this 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)?

\_\_\_\_\_

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

| <b>5 – Excellent; 4 = Very Good; 3 = Good; 2 = Fair; 1 = Needs Improvement</b>  | <b>Self-Score</b> |
|---|-------------------|
| 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:

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Membership Director Name

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Date

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Volunteer Name/Signature

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Date

*Administrative Team Member Self Reflection/Service Unit Manager - 7-22*