

# Troop Mentor Coordinator



A Manual for  
Troop Mentor Coordinators  
2022-2023

## Table of Contents

Troop Mentor Coordinator .....	3
Troop Mentors .....	3
New Leaders on the Block: Year-at-a-Glance.....	4
Customizing New Leaders on the Block in Your Area.....	5
Considering Generation Gap Approaches .....	6
Troop Mentor Coordinator Role and Responsibilities.....	7
Working with Troop Mentors .....	7
Troop Mentor Coordinator Quarterly Touchpoints .....	7
First Month.....	7
End of First Quarter .....	7
End of Fourth Quarter .....	8
Troop Mentor Role.....	9
Troop Mentor: Year-at-a-Glance .....	10
Who to Contact.....	10
Engaging Co-Leaders .....	10
Troop Mentor Initial Touchpoints .....	11
Troop Mentor Quarterly Touchpoints .....	11
First Quarter Touchpoints - Month Two .....	12
First Quarter Touchpoints - Month Three .....	12
Second and Third Quarter Touchpoints .....	12
Fourth Quarter Touchpoints .....	13
Appendix A.....	14
Appendix B .....	15
Volunteer Position Description: Troop Mentor Coordinator .....	15
Appendix C.....	16
Volunteer Position Description: Troop Mentor .....	16
Appendix D.....	17
New Leaders on the Block and Program Map.....	17
New Leaders on the Block Programs and Contact Information .....	18

## 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 co-leaders through various forms of support and guidance. A troop co-leader's first year or two is crucial! Troop co-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, co-leaders will be better equipped to provide a more meaningful experience for girls. In support of providing a comprehensive co-leader experience, there are three main goals of the Troop Mentor Program:

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

While the structure of New Leaders on the Block 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 co-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 to evaluate the program.

## Troop Mentors

Troop mentors serve as council ambassadors to new co-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 co-leaders valuable one-on-one support, which helps create a positive experience for our new co-leaders.

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

There are many ways to maximize the New Leaders on the Block 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 Director:</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 online or in-person training</li> <li>• Contact membership manager or previous Troop Mentor Coordinator for previous mentor records</li> <li>• Collaborate with membership director/manager and service unit team to determine best practices</li> <li>• Create system for maintaining mentor records</li> <li>• Partner with membership director/manager and service unit manager to develop system to collect new co-leader information</li> </ul>	<p><b>Year-Round Efforts:</b></p> <ul style="list-style-type: none"> <li>• Encourage established volunteers to serve as Troop Mentors</li> <li>• For local programs, pair/group new troop co-leaders with troop mentors</li> <li>• Maintain a list of mentor and mentee matches; 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 second quarter check-in with Troop Mentors</li> </ul>	
<p><b>February – April</b></p>	<p><b>Troop Mentor Coordinator:</b></p> <ul style="list-style-type: none"> <li>• Conduct third quarter check-in with Troop Mentors</li> </ul>	
<p><b>May - July</b></p>	<p><b>Troop Mentor Coordinator</b></p> <ul style="list-style-type: none"> <li>• Conduct fourth quarter check-in with Troop Mentors</li> <li>• Complete the end of year survey as a troop mentor coordinator</li> <li>• Direct troop co-leaders and troop mentors to the end of year survey on the council website</li> <li>• <a href="#">Troop Co-Leader Survey</a></li> <li>• <a href="#">Troop Mentor Survey</a></li> <li>• <a href="#">Troop Mentor Coordinator Survey</a></li> <li>• Encourage troop mentors to return for another year</li> </ul>	

## 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 co-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 co-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 co-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 co-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 local and regional New Leaders on the Block programs and ways to connect.

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 co-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 co-leader. You will also be able to learn more about the additional areas of needed support for new troop co-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.

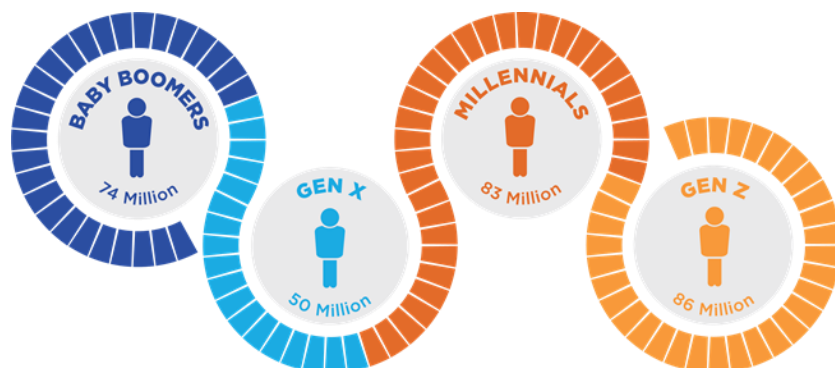
If you have questions related to New Leaders on the Block, please reach out to the learning and development team at [learning@nccoastalpines.org](mailto:learning@nccoastalpines.org).

## 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 co-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 co-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 co-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 co-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 co-leaders is essential to ensuring a successful partnership and co-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 co-leader start date. However, the order of the touchpoints can be modified to meet the needs of new troop co-leaders that onboard at different times throughout the year.

#### First Month

Have the troop mentors...

- Contacted their new co-leaders?
- Completed any needed online trainings through gsLearn?
- Assisted with the planning of or asked new troop co-leaders about the parent meeting?
- Assisted with the planning of or asked new troop co-leaders about the first troop meeting?
- Visited the new troop co-leader's first troop meeting or offered virtual meeting support?

#### End of First Quarter

Have the troop mentors...

- Maintained contact with their new co-leaders?
- Asked new troop co-leaders if they have attended or virtually completed New Co-Leader Live?

- Invited new troop co-leaders to an area/service unit meeting?
- Asked if the new troop co-leader's troop has a designated troop first-aider or shared the importance of this role?
- Offered new troop co-leaders support for council's upcoming Product Programs?
- Introduced new troop co-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
  - 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 co-leaders?
- Invited co-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 co-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 co-leaders?
- Answered questions and offered support related to membership renewals?
- Encouraged troop co-leaders to continue to explore training opportunities within gsLearn?
- Asked troop co-leaders to complete their mentor evaluation?

## **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. You helped new Girl Scout Troop Co-Leaders smoothly transition into leadership and you made a positive impact on their Girl Scouting experience! 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 co-leaders; they can be a friend! They welcome new troop co-leaders and introduce them to the world of Girl Scouting and familiarize them with support systems and available resources. Troop Co-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 co-leader? You probably had many questions and might have even felt confused. Below are important ways troop mentors support new co-leaders:

<p><b>ENGAGE</b> new co-leaders to participate in and embrace their Girl Scout network</p>	<ul style="list-style-type: none"> <li>• Welcome new troop co-leaders to the Girl Scout community</li> <li>• Connect new troop co-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 co-leaders to attend your or a fellow volunteer’s troop in-person or virtual meeting to get firsthand experience</li> <li>• Invite troop co-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 co-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 co-leader trainings and explore online resources:             <ul style="list-style-type: none"> <li>○ Successful Leader Learning Series</li> <li>○ Volunteer Toolkit (VTK) Tutorials</li> <li>○ Troop Banking: Getting Started and Making Changes</li> <li>○ New Co-Leader LIVE! (Register through <a href="#">Activities</a>)</li> <li>○ Diversity, Equity, Inclusion and Belonging Training</li> <li>○ Don’t forget to utilize other helpful new co-leader resources like <a href="#">Volunteer Essentials</a>, <a href="#">New Leader's Guide to Success</a>, and <a href="#">Lead On! A Go-To Guide for Troop Co-Leaders!</a></li> </ul> </li> <li>• Encourage them to attend co-leader events and activities:             <ul style="list-style-type: none"> <li>○ VolunteerCon &amp; Expo (Spring)</li> <li>○ Co-Leader Academy (Fall)</li> <li>○ Area or service unit events</li> </ul> </li> </ul>
<p><b>EMPOWER</b> new co-leaders to provide exceptional leadership to girls</p>	<ul style="list-style-type: none"> <li>• Share past experiences and best practices</li> <li>• Offer to help plan the first troop and parent meeting</li> <li>• Share tips of 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 co-leader(s) is to establish yourself as a reliable resource that they can feel comfortable contacting.</i></p>	<ul style="list-style-type: none"> <li>• Meet with troop mentor coordinator for training or attend a council led Troop Mentor Program training</li> <li>• Meet with or make initial contact with assigned new co-leader(s)</li> <li>• Check-in with assigned co-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 co-leader(s), offering continued support and guidance.</i></p>	<ul style="list-style-type: none"> <li>• Conduct second quarter check-in with assigned co-leader(s)</li> <li>• Conduct third quarter check-in with assigned co-leader(s)</li> </ul>
<p><b>Fourth Quarter</b>  <i>The goals for the fourth quarter are to assist co-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 co-leader(s)</li> <li>• Complete and submit troop mentor survey to troop mentor coordinator</li> </ul>

## Who to Contact

New troop co-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 Co-Leaders

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

- **Friendly and helpful** ☺ – Whether it is on the phone or in person, smiles are contagious. If you are smiling, the new troop co-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 co-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 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.

For local New Leaders on the Block programs, you will want to reach out within 48 hours after you have been matched with a new troop co-leader(s). Making contact early is key for making new volunteers feel welcome and supported. The purpose of this 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 making the initial contact with your mentee(s):

- 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 New Co-Leader Live! training either online trainings via gsLearn or in-person (training must be completed by all new troop co-leaders before their first meeting with girls)
- 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)
- If you are a troop co-leader yourself, invite your mentee(s) to attend one of your in-person or virtual troop meetings to provide first-hand experience

## Troop Mentor Quarterly Touchpoints

The first three months for new troop co-leaders are crucial. These new volunteers receive a lot of information and might feel overwhelmed and confused. As their mentor/friend, your role in this period 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 on the local or regional level. 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 co-leaders...

- Completed or arranged a time to complete New Co-Leader Live! training either virtually or in-person?
- 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 co-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 co-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 co-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 co-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 co-leaders...

- Attended an area/service unit meeting?
- Been introduced at an area/service unit meeting?
- Completed Troop Banking: Getting Started and Making Changes via gsLearn?
- Completed Diversity, Equity, Inclusion and Belonging Training for Volunteers via gsLearn?
- 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 co-leader(s) successfully navigate their first Girl Scout year! Now, it is time to help them transition to the next year.

Have the troop co-leaders...

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

### **Thank You**

Thank you for being an integral part of the New Leaders on the Block program and serving as a troop mentor in your area. You helped a new Girl Scout Troop Co-Leader smoothly transition into leadership and you made a positive impact on their Girl Scouting experience! 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).

## 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. Search: OPG 616 (Council Property Guide*) Refer to the Summer Fun Guide Email: <a href="mailto:outdoorprogram@nccoastalpines.org">outdoorprogram@nccoastalpines.org</a>
Girl Scouts Give Campaign Donations Money-Earning Projects	Visit the Donate page on the website. Search: SU104 (Troop Money-Earning Guidelines*) Refer to Volunteer Essentials* Email: <a href="mailto:development@nccoastalpines.org">development@nccoastalpines.org</a>
Financial Assistance Wider Opportunity Status & Grants	Search: Financial Assistance Request* 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>
Insurance Certificate of Insurance Request	Search: OPG750 (Council Certificate of Insurance*) Search: TP301; TP302; or TP303 (Accident and Sickness Enrollment Forms*) Refer to Volunteer Essentials Email: <a href="mailto:outdoorprogram@nccoastalpines.org">outdoorprogram@nccoastalpines.org</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>
Working with Journeys	Email: <a href="mailto:programteam@nccoastalpines.org">programteam@nccoastalpines.org</a>

\*Search the Forms page of the website at [www.nccoastalpines.org](http://www.nccoastalpines.org) by entering the form name or abbreviation.

# Appendix B

## Volunteer Position Description: Troop Mentor Coordinator



Girl Scouts – North Carolina Coastal Pines  
 6901 Pinecrest Road, Raleigh, NC 27613  
 (919) 782-3021 or (800) 284-4475

VOLUNTEER POSITION DESCRIPTION TROOP MENTOR COORDINATOR	
<b>SUMMARY:</b>	The Troop Mentor Coordinator identifies and assigns troop mentors to welcome and engage new co-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.
<b>TERM OF APPOINTMENT:</b>	The Troop Mentor Coordinator is appointed for a term of one program year but may be eligible for reappointment.
<b>ACCOUNTABILITY:</b>	The Troop Mentor Coordinator is accountable to the Service Unit Manager and Membership Manager.
<b>RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>• Work in partnership with the area service unit manager and membership manager to stay up-to-date on new troops forming; identify and assign troop mentors to new co-leaders as needed.</li> <li>• Ensure troop mentors initiate and maintain contact with new co-leader(s) - introduce new co-leaders to local area support structure and administrative team members, invite and encourage new co-leaders to attend area meetings and remain available to answer questions and provide support as needed.</li> <li>• 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 co-leader/troop engagement.</li> <li>• Share with troop mentors local and council programming ideas, resources, and best practices to engage new co-leaders and have a successful girl-led troop.</li> <li>• Remain informed about and comply with all current policies, procedures and guidelines (<i>Volunteer Essentials</i> and <i>Safety Activity Checkpoints</i>) of GS-NCCP and GSUSA.</li> <li>• Detail troop mentor coordinator experience with mentors through interactive document and survey – evaluate experience, share follow ups needed, provide constructive feedback and celebrate successes.</li> </ul>
<b>QUALIFICATIONS AND CORE COMPETENCIES:</b>	<p><b>Girl-led Focus:</b> Empower, encourage, and guide girls and volunteers to understand Girl Scouts’ girl-led, learn-by-doing and cooperative approach to developing a girl’s leadership skills.</p> <p><b>Personal Integrity:</b> Serve as a role model for volunteers guided by the Girl Scout Mission, Promise and Law - modeling reliability, dependability, honesty, credibility, respect for others, respect for self, inclusivity, positivity and a spirit of collaboration.</p> <p><b>Adaptability:</b> Adjust, modify own behavior and remain flexible and tolerant in response to changing situations and environments.</p> <p><b>Oral Communication:</b> Practice positive communication skills and express ideas clearly and accurately.</p> <p><b>Foster Diversity:</b> Understand, respect and embrace individual differences.</p> <p><b>Additional Requirements:</b></p> <ul style="list-style-type: none"> <li>• Registered member of GSUSA and a valid background check.</li> <li>• Completion of any required training assigned and provided by GS-NCCP and GSUSA.</li> <li>• Email, internet, and texting capabilities for consistent and effective communication, document sharing and research.</li> </ul>

I accept the volunteer position responsibilities and will adhere to the qualifications listed above for the term of appointment unless my volunteer service is terminated earlier by the council in its sole discretion. I agree and understand that during my appointment as a volunteer of GS-NCCP that I am volunteering and I am not entitled to any payment or compensation for the services which I render to GS-NCCP or on GS-NCCP’s behalf and I further understand that by serving in this volunteer position I am not an employee or an independent contractor of GS-NCCP.

Troop Mentor Coordinator Printed Name: \_\_\_\_\_

Troop Mentor Coordinator Signature: \_\_\_\_\_

Date: \_\_\_\_\_ County: \_\_\_\_\_

Complete and provide copies to: Troop Mentor Coordinator, Service Unit Manager and Membership Manager

# Appendix C

## Volunteer Position Description: Troop Mentor



**Girl Scouts – North Carolina Coastal Pines**  
 6901 Pinecrest Road, Raleigh, NC 27613  
 (919) 782-3021 or (800) 284-4475

VOLUNTEER POSITION DESCRIPTION TROOP MENTOR	
<b>SUMMARY:</b>	The Troop Mentor welcomes and engages new co-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.
<b>TERM OF APPOINTMENT:</b>	The Troop Mentor is appointed for a term of one program year but may be eligible for reappointment.
<b>ACCOUNTABILITY:</b>	The Troop Mentor is accountable to the Troop Mentor Coordinator and Service Unit Manager.
<b>RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>• Work in partnership with the Troop Mentor Coordinator, area service unit manager and membership manager to welcome and support new co-leaders to Girl Scouting and the Girl Scout Leadership Experience.</li> <li>• Initiate and maintain contact with new co-leader(s) - introduce new troop co-leaders to local area support structure and administrative team members, invite and encourage new troop co-leaders to attend area meetings and remain available to answer questions and provide support as needed.</li> <li>• Share with new co-leaders local and council programming ideas, resources and best practices to engage girls and have a successful girl-led troop.</li> <li>• Ensure new co-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 co-leader/troop engagement.</li> <li>• Remain informed about and comply with all current policies, procedures and guidelines (<i>Volunteer Essentials</i> and <i>Safety Activity Checkpoints</i>) of GS-NCCP and GSUSA.</li> <li>• Detail mentor experience with new troop co-leaders through interactive document and survey – evaluate experience, share follow ups needed, provide constructive feedback and celebrate successes.</li> </ul>
<b>QUALIFICATIONS AND CORE COMPETENCIES:</b>	<p><b>Girl-led Focus:</b> Empower, encourage, and guide girls and volunteers to understand Girl Scouts’ girl-led, learn-by-doing and cooperative approach to developing a girl’s leadership skills.</p> <p><b>Personal Integrity:</b> Serve as a role model for volunteers guided by the Girl Scout Mission, Promise and Law - modeling reliability, dependability, honesty, credibility, respect for others, respect for self, inclusivity, positivity and a spirit of collaboration.</p> <p><b>Adaptability:</b> Adjust, modify own behavior and remain flexible and tolerant in response to changing situations and environments.</p> <p><b>Oral Communication:</b> Practice positive communication skills and express ideas clearly and accurately.</p> <p><b>Foster Diversity:</b> Understand, respect and embrace individual differences.</p> <p><b>Additional Requirements:</b></p> <ul style="list-style-type: none"> <li>• Registered member of GSUSA and a valid background check.</li> <li>• Completion of any required training assigned and provided by GS-NCCP and GSUSA.</li> <li>• Email, internet, and texting capabilities for consistent and effective communication, document sharing and research.</li> </ul>

I accept the volunteer position responsibilities and will adhere to the qualifications listed above for the term of appointment unless my volunteer service is terminated earlier by the council in its sole discretion. I agree and understand that during my appointment as a volunteer of GS-NCCP that I am volunteering and I am not entitled to any payment or compensation for the services which I render to GS-NCCP or on GS-NCCP’s behalf and I further understand that by serving in this volunteer position I am not an employee or an independent contractor of GS-NCCP.

Troop Mentor Printed Name: \_\_\_\_\_

Troop Mentor Signature: \_\_\_\_\_

Date: \_\_\_\_\_ County: \_\_\_\_\_

Complete and provide copies to: Troop Mentor Coordinator, Troop Mentor and Membership Manager

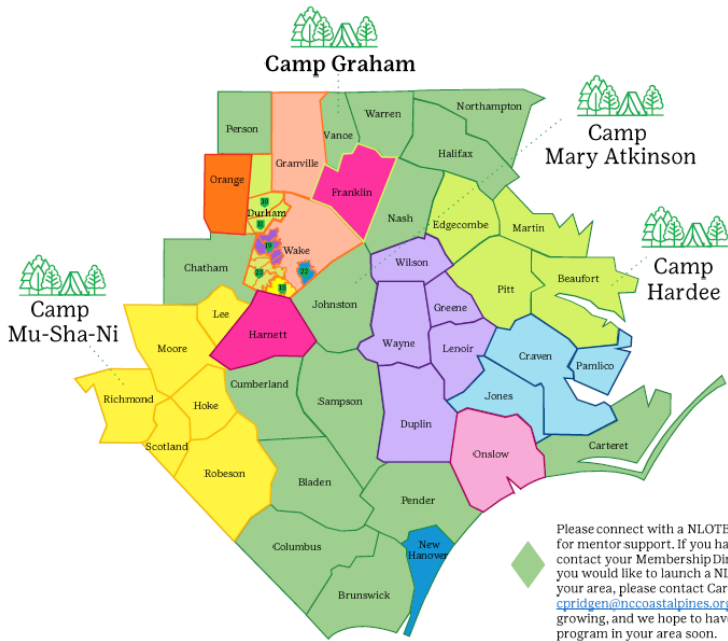


# Appendix D

## New Leaders on the Block and Program Map

New Leaders on the Block is a council-wide Troop Mentor Program that focuses on supporting new troop co-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. The mentor programs will vary from area to area and are contingent on volunteer leadership and participation. Please see below for New Leaders on the Block programs and program team leads. To connect with a New Leaders on the Block program close to you, please use the contact information below.

# New Leaders on the Block



Please connect with a NLOTB program near you for mentor support. If you have questions, please contact your Membership Director/Manager. If you would like to launch a NLOTB program in your area, please contact Carolyn Pridden – [cpridden@nccoastalpines.org](mailto:cpridden@nccoastalpines.org). NLOTB is growing, and we hope to have a designated program in your area soon.

- ◆ **Amber Staup**  
amb1723@yahoo.com  
*Lenoir-Greene-Wilson-Wayne-Duplin*
- ◆ **Shelley Brocksmith Toth**  
SBTgator@hotmail.com  
*Wake 15-Wake 18-Granville*
- Vanessa Ladrie**  
vladrie@gmail.com  
*Wake 22*
- Shannon Quick**  
squick@nccoastalpines.org  
*Wake 19-Wake 23*
- Heather Gargiulo**  
dizzy0910@yahoo.com  
*Wake 22*
- Nikki Sauers**  
gsleaderzuzu@gmail.com  
*Wake 15*
- ◆ **Jerlyn Anderson**  
gscout4me@yahoo.com  
*Durham 11*
- Cynthia Sortisio**  
csortisio@gmail.com  
*Durham 10*
- ◆ **Rebecca Smith**  
OCSU.GS@gmail.com  
*Onslow*
- ◆ **Betty Craig**  
bettypasghetti@aol.com  
*Franklin*
- ◆ **Jackie Thompson**  
jthompson99@bellsouth.net  
*Orange*
- ◆ **Dolores Bonillo**  
bonillo\_dolores@hotmail.com
- Kathy McCallum**  
kathy\_mccallum@yahoo.com
- Jennifer Price**  
jbeam1231@hotmail.com  
*Stake*
- Hattie Reep**  
kristi.delani@yahoo.com  
*Richmond*
- Myra Walters**  
myra\_chriscoe@bellsouth.net
- ◆ **Amanda Inguanza**  
ainguanza@yahoo.com  
*Harnett*
- ◆ **Danika Cooper**  
danikajordanalicia@gmail.com  
*Pitt-Newport-Martin-Edgecombe*
- ◆ **Rebekah Smith**  
345troopmail@gmail.com  
*New Hanover*
- ◆ **Jennifer Bertling**  
jbertling@yahoo.com  
*Craven-Jones-Pamlico*

## New Leaders on the Block Programs and Contact Information

### Program Lead (alphabetically by last name) – Area/s Supported - Contact Information

Jeryl Anderson: Durham 11 - [gscout4me@yahoo.com](mailto:gscout4me@yahoo.com)

Jennifer Bertling: Craven, Jones, and Pamlico - [jlbertling@yahoo.com](mailto:jlbertling@yahoo.com)

Dolores Bonillo: Moore, Richmond, Robeson, Scotland, Hoke, and Lee -  
[bonillo\\_dolores@hotmail.com](mailto:bonillo_dolores@hotmail.com)

Hoke: Jennifer Price - [jbeam1231@hotmail.com](mailto:jbeam1231@hotmail.com)

Richmond: Hattie Reep - [kristi\\_delani@yahoo.com](mailto:kristi_delani@yahoo.com)

Robeson: Myra Walters - [myra\\_chriscoe@bellsouth.net](mailto:myra_chriscoe@bellsouth.net)

Scotland: Kathy McCallum - [kathy\\_mccallum@yahoo.com](mailto:kathy_mccallum@yahoo.com)

Shelley Brocksmith Toth: Wake 13, Wake 18, and Granville - [SBTgator@hotmail.com](mailto:SBTgator@hotmail.com)

Danika Cooper: Pitt, Beaufort – Martin, and Edgecombe - [danikajordanalicia@gmail.com](mailto:danikajordanalicia@gmail.com)

Betty Craig: Franklin - [bettypasghetti@aol.com](mailto:bettypasghetti@aol.com)

Heather Gargiulo: Wake 22 - [dizzy0910@yahoo.com](mailto:dizzy0910@yahoo.com)

Amanda Inguanza: Harnett - [ainguanza@yahoo.com](mailto:ainguanza@yahoo.com)

Vanessa Ladrie: Wake 13 - [vladrie@gmail.com](mailto:vladrie@gmail.com)

Shannon Quick: Wake 19 – [squick@nccoastalpines.org](mailto:squick@nccoastalpines.org)

Shannon Quick: Wake 23 – [squick@nccoastalpines.org](mailto:squick@nccoastalpines.org)

Nikki Sauers: Wake 15 - [gsladerzuzu@gmail.com](mailto:gsladerzuzu@gmail.com)

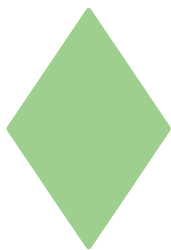
Rebecca Smith: Onslow - [OCSU.GS@gmail.com](mailto:OCSU.GS@gmail.com)

Rebekah Smith: New Hanover - [354troopmail@gmail.com](mailto:354troopmail@gmail.com)

Cynthia Sortisio: Durham 10 - [csortisio@gmail.com](mailto:csortisio@gmail.com)

Amber Staup: Lenoir – Greene, Wilson, Wayne, and Duplin - [ambil723@yahoo.com](mailto:ambil723@yahoo.com)

Jackie Thompson: Orange - [jthompson99@bellsouth.net](mailto:jthompson99@bellsouth.net)



For Girl Scout volunteers that reside in a county that is green in color, please connect with a New Leaders on the Block program near you for mentor support. If you have questions, please contact your Membership Director/Manager. If you would like to launch a NLOTB program in your area, please contact Carolyn Pridgen – [cpbridgen@nccoastalpines.org](mailto:cpbridgen@nccoastalpines.org). NLOTB is growing, and we hope to have a designated program in your area soon.

## NLOTB

### New Leaders on the Block

*Step by step, mentoring today's leaders together!*