

Troop Mentor



A Guide for Troop Mentors

2021-2022



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Troop Mentor Program

Girl Scouts - North Carolina Coastal Pines' Troop Mentor Program is a council-wide initiative that serves to welcome, engage, and advise new co-leaders through one-on-one support and guidance. A co-leader's first year or two is crucial! 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 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 the Troop Mentor Program 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 as a whole.

There are three components that all area Troop Mentor Programs should have:

- Troop Mentor Coordinator
- Team of active troop mentors
- Guidelines for one-on-one new co-leader support

Troop Mentor Coordinator

The success of the 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, 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.

Troop Mentor Role and Responsibilities

Troop mentors are more than just an ambassador for co-leaders; they are a friend you can call with a question or someone who can lend an ear in times of need. They also serve a crucial role in welcoming new co-leaders by introducing them to the world of Girl Scouting and familiarizing them with support systems and available resources. Troop co-Leaders are paired with their troop mentor throughout the year. To ensure success, troop mentors are asked to commit to the Troop Mentor 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>ENGAGE new co-leaders to participate in and embrace their Girl Scout network</p>	<ul style="list-style-type: none"> • Welcome new troop co-leaders to the Girl Scout community • 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 • Invite troop co-leaders to attend your or a fellow volunteer’s troop in-person or virtual meeting to get firsthand experience • Invite troop co-leaders to join social media outlets like Facebook or the service unit Rallyhood page for area and service unit updates
<p>CONNECT new co-leaders to programs, resources, and opportunities</p>	<ul style="list-style-type: none"> • Introduce them to the “Who to Contact” list (see Appendix) • Encourage them to participate in co-leader trainings and explore online resources: <ul style="list-style-type: none"> ○ Successful Leader Learning Series ○ Volunteer Toolkit (VTK) Tutorials ○ Troop Banking: Getting Started and Making Changes ○ New Co-Leader LIVE! (Register through Activities) ○ Don’t forget to utilize other helpful new co-leader resources like Volunteer Essentials, New Leader's Guide to Success, and Lead On! A Go-To Guide for Troop Co-Leaders! • Encourage them to attend co-leader events and activities: <ul style="list-style-type: none"> ○ VolunteerCon & Expo (Spring) ○ Co-Leader Academy (Fall) ○ Area or service unit events
<p>EMPOWER new co-leaders to provide exceptional leadership to girls</p>	<ul style="list-style-type: none"> • Share past experiences and best practices • Offer to help plan the first troop and parent meeting • Share tips of how to incorporate the GSLE (Girl Scout Leadership Experience) into troop meetings • Offer secondary support during council sponsored product sale programs (Fall Product Program and Cookie Sale) • Schedule regular time to meet informally and face-to-face

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>First Quarter <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"> • Meet with troop mentor coordinator for training or attend a council led Troop Mentor Program training • Meet with or make initial contact with assigned new co-leader(s) • Check-in with assigned co-leader(s) monthly
<p>Second and Third Quarters <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"> • Conduct second quarter check-in with assigned co-leader(s) • Conduct third quarter check-in with assigned co-leader(s)
<p>Fourth Quarter <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"> • Conduct fourth quarter check-in with assigned co-leader(s) • Complete and submit troop mentor survey to troop mentor coordinator

Who to Contact

We anticipate new troop co-leaders will have a lot of questions and that you, as their mentor, might 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, contacting your area’s membership director, or reaching the Learning and Development team at 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.

Once you have been matched with a new troop co-leader(s), you will want to reach out within 48 hours. 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. Your next few phone calls 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 and superior mentor skills, 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?
- 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 GS-NCCP Troop Mentor 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 – and the GS-NCCP Troop Mentor Program rally on Rallyhood – www.rallyhood.com - regularly for new resources and Troop Mentor Program updates. If you have questions or resource suggestions, please reach out to the Learning & Development team at learning@nccoastalpines.org.

Appendix A

Who to Contact

Volunteer Resources, Adult Training & Learning Opportunities	Visit the Volunteer page on the website. Email: learning@nccoastalpin.es.org
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: outdoorprogram@nccoastalpin.es.org
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: development@nccoastalpin.es.org
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 helpdesk@nccoastalpin.es.org .
Highest Awards Support Gold, Silver, Bronze	Email: girlawards@nccoastalpin.es.org
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: outdoorprogram@nccoastalpin.es.org
Product Sales Programs	Visit the Cookies page on the website. Email: cookies@nccoastalpin.es.org
Safety	Refer to: Safety Activity Checkpoints and/or Volunteer Essentials Email: outdoorprogram@nccoastalpin.es.org
Troop Social Media and Websites	Email: social@nccoastalpin.es.org for guidelines and policies.
Registering for Events & Activities	Email: helpdesk@nccoastalpin.es.org
Troop Finances & Troop Banking	Search: TP450 (Troop Banking Guidelines*) Email: troopbanking@nccoastalpin.es.org
Working with Journeys	Email: programteam@nccoastalpin.es.org

*Search the Forms page of the website at www.nccoastalpin.es.org by entering the form name or abbreviation.

Appendix B

Volunteer Position Description

Troop Mentor

VOLUNTEER POSITION DESCRIPTION TROOP MENTOR	
SUMMARY:	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.
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 and Service Unit Manager.
RESPONSIBILITIES:	<ul style="list-style-type: none"> • Work in partnership with the Troop Mentor Coordinator, area service unit manager and membership director to welcome and support new co-leaders to Girl Scouting and the Girl Scout Leadership Experience. • 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. • Share with new co-leaders local and council programming ideas, resources and best practices to engage girls and have a successful girl-led troop. • 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. • 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. • Detail mentor experience with new co-leaders through interactive document and survey – evaluate experience, share follow ups needed, provide constructive feedback and celebrate successes.
QUALIFICATIONS AND CORE COMPETENCIES:	<p>Girl-led Focus: 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>Personal Integrity: 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>Adaptability: Adjust, modify own behavior and remain flexible and tolerant in response to changing situations and environments.</p> <p>Oral Communication: Practice positive communication skills and express ideas clearly and accurately.</p> <p>Foster Diversity: Understand, respect and embrace individual differences.</p> <p>Additional Requirements:</p> <ul style="list-style-type: none"> • Registered member of GSUSA and a valid background check. • Completion of any required training assigned and provided by GS-NCCP and GSUSA. • Email, internet, and texting capabilities for consistent and effective communication, document sharing and research.

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 Director
VPD133/7-21