



Service Team Orientation

Position: Adult Development Coordinator

Who is an Adult Development Coordinator?

Adult Development Coordinators act as liaisons between GSNWGL's Adult Development Department and the Service Area. The Adult Development Coordinator works with the volunteers in their Service Area to ensure that their support, training and recognition needs are met, and raised awareness of Council Volunteer policies and opportunities.



Adult Development Coordinator Responsibilities

- Assess and evaluate the training needs of volunteers within the Service Area (including both required and enrichment programming).
- Inform Adult Development Department of needs, requests and suggestions from Service Area volunteers.
- Collaborate with the Adult Development Department in securing locations and/or scheduling training sessions within the Service Area.
- Participate as an active member of the Adult Development team.
- Promote Council Volunteer policies and opportunities.
- Coordinate adult recognitions process within the Service Area.

Desired Skills for Adult Development Coordinators:

- Strong communication skills
- Ability to motivate others
- Excellent organizational and record-keeping skills



Girl Scout Core Competencies for all Volunteers:

- **Girl Focus:** Demonstrates dedication and commitment to guiding girls toward reaching meaningful outcomes through the three keys to leadership: Discover, Connect and Take Action.
 - **Adaptability:** Adjusts and modifies own behavior, and remains flexible and tolerant in response to changing situations and environments.
 - **Fostering Diversity:** Understands and embraces human diversity, and promotes inclusion of all people.
 - **Oral Communication:** Expresses ideas clearly and concisely.
 - **Personal Integrity:** Demonstrates honesty, credibility and dependability.
-

Training Requirements for Service Area

Adult Development Coordinators:

All coordinators should complete this online module.

In addition, because coordinators work to promote and coordinate trainings within their Service Areas, it is important to be fully trained and up-to-date on most Council resources, events and policies.

Recommended Trainings:

- GSUSA New Volunteer Orientation
- Council 101
- Leadership Essentials
- Journey Training
- Grade Level Training

Recommended Resources:

- The Source*
- Monthly *Connect* Newsletter

Training Tasks and Responsibilities

Adult Development Coordinators work toward the goal that all volunteers within the Service Area are fully trained, including all required courses, as well as any enrichments that are beneficial for their position. The Volunteer Services Manager for your region can provide you with a list of the volunteers in your region, and the trainings they have taken.



An Effective Adult Development Coordinator Should :

- Remind those volunteers who are in need of completing required trainings.
 - Discuss training options with the volunteers in your area. What types of trainings would they like to see offered? Convey any feedback gathered to the Adult Development Department.
 - Work with groups that need training to select a convenient date, time and location. Pass on requests to the local Volunteer Services Manager, and work together to organize a local training session.
 - Promote upcoming training opportunities with the volunteers in your Service Area.
 - In some cases, Adult Development Coordinators offer “mini-trainings” on relevant topics in conjunction with Leader Meetings.
 - Assist in identifying and recruiting Facilitators within the Service Area.
 - Be aware of Council training opportunities and requirements. The following slides outline our primary trainings.
-

GSUSA

Volunteer Orientation

Approximate Session Length: 1 hour

Required Volunteers: All new, registered GSNWGL volunteers are required to complete this course.

Course Overview: This engaging online session acquaints new volunteers with Girl Scouting and the many rewarding opportunities it offers girls and adults.

Session Components:

- Introduction and Welcome: Provides easy to follow instructions on how to navigate the orientation course.
- About Girl Scouts: Presents Girl Scout Promise and Law, history and membership requirements.
- Girl Scout Pathways: Illustrates various ways that members can participate.
- Support for Volunteers: Provides information and resources available to volunteers.
- Program: Presents the three keys to leadership, Discover, Connect and Take Action, and the targeted outcomes, as well as the three processes: girl-led, learning by doing and cooperative learning.
- Learning Log and Conclusion: Learners answer questions related to orientation materials and receive appreciation for participation.

Access Options: In an effort to provide a nationally consistent introduction to Girl Scouts, this course is offered only in an online format. If assistance with computer access is needed, or an alternate method is required, please contact the [Adult Development Department](#) or your Membership Manager.



Council 101: Welcome to Girl Scouts of the Northwestern Great Lakes, Inc.!

Approximate Session Length: 30 minutes

Required Volunteers: All new and experienced Leaders (01), Assistant Leaders (02), Service Area Team Members (11), and Trainers (12) must complete this course.

Course Overview: This course introduces volunteers to the structure, goals, policies, and processes of Girl Scouts of the Northwestern Great Lakes, Inc.

Access Options: This course is self-directed and available online, via our website. To ensure completion, volunteers are asked to complete and submit a short learning log via email. Volunteers with limited computer access may request a packet by contacting the [Adult Development Department](#) or their Membership Manager.

Leadership Essentials



Prerequisite: Volunteers should complete the [GSUSA Volunteer Orientation](#) (new volunteers only) and [Council 101](#) (all new and experienced volunteers) sessions before attending Leadership Essentials.

Required volunteers: All new and experienced Leaders (01), Assistant Leaders (02), Service Area Team Members (11), and Trainers (12) must complete this course.

Course Overview: Leadership Essentials prepares volunteers working directly with girls to effectively facilitate the Girl Scout Leadership Experience. This course replaces all basic leader and grade level trainings. Additional grade level trainings will not be needed as volunteers bridge to new levels.

Session Components:

- Overview of the Girl Scout Leadership Experience
- Exploration of new grade level Journey Books and Adult Guides
- Incorporating other Girl Scout resources into leadership pathways
- Progression/differentiation
- Outcomes
- Meaningful challenges, awards and recognition
- Personal reflections on leadership
- Traditional Girl Scout activities (new volunteers only)

Access Options: This course is available in face-to-face sessions throughout the Council, as well as a self-directed online option available on our website. However, this module is highly discussion-oriented, and volunteers benefit the most through face-to-face group sessions. Self-directed sessions should be utilized only if group sessions are not accessible due to the volunteer's location or other scheduling commitments.

First Aid/CPR/AED



Required volunteers: One or more adults certified in First Aid/CPR are required to accompany all troops on any activity taking place in areas with limited access to medical facilities/emergency services, overnight rental of any Council property, any activity with more than 200 participants, all camping activities, and many other physical and/or high risk activities. Consult *Safety-Wise* Activity Checkpoints for further details.

Overview of Course: First Aid, CPR and AED programs contain step-by-step, hands-on training that will allow participants to respond effectively in emergency and life-threatening situations.

Access Options: Approved First Aid, CPR and AED courses are offered by community providers throughout our Council. Contact your local American Red Cross or health providers for details on courses near you. Refer to *Safety-Wise* to make sure that the community course you have selected is an approved option. GSNWGL sponsored courses will also be scheduled periodically throughout the Council.

Please Note:

For those working with Girl Scouts under age 8, Child CPR/AED should be completed. If working with participants ages 8 through adult, Adult CPR/AED is the appropriate course.

Online First Aid/CPR/AED courses: There are many self-directed CPR/AED and First Aid courses advertised on the internet. However, most of these are not acceptable options, as they are not developed or regulated by a recognized health organization. Some reputable organizations, such as the American Red Cross, do offer online options, but most require an in-person demonstration test at a local site. If you wish to take an online course, please contact GSNWGL's Adult Development Department to ensure that it is an accepted option.

Outdoor Education: Troop Activities in the Outdoors

Required Volunteers: One or more adults who have successfully completed the Outdoor Education course are required to accompany troops on any overnight camping activities at an established site (cabins/lodges/yurts/tents, etc., Council or non-Council) and/or before any activities involving campfire building or outdoor cooking. It is not required for attending Council facilitated events or using Service Centers for non-outdoor themed overnight programs.

Course Overview: Basic, hands-on training course designed to equip volunteers to teach age-appropriate outdoor skills such as knot tying, knife safety, fire building, outdoor cooking, kaper charts, cleanup methods, and fun activity ideas.

Legacy Council Equivalent Courses: Outdoor Skills (Birch Trails), Troop Events in the Outdoors and Camping (Fox River Area), Basic Outdoor Awareness/Cooking Out/Camping Out (Woodland), Basic Outdoor Awareness/Cooking in the Outdoors/Tent Camping (Peninsula Waters), Outdoor Basics (Indian Waters), and Basic Outdoor Camping and Cooking (Lac Baie). Volunteers who have successfully completed equivalent courses will not have to complete this session.

Other Outdoor Education Requirements: To lead overnight trips to non-established sites, volunteers must complete an advanced camping course. Before leading canoeing activities, volunteers must complete a canoeing course. Contact the Adult Development Department for further information.

Enrichment Programs

GSNWGL offers a variety of enrichment learning opportunities throughout the membership year. Topics will include a wide array of courses, designed to provide the resources, knowledge and skills necessary to meet the needs of today's Girl Scouts!

Additional sessions may include:

- Exploring Trips
- Getting Parents Involved
- Wilderness Camping
- Badge Basics
- Grade Level Idea Sharing
- Games and Songs

Volunteer Recognition

Adult Development Coordinators also help coordinate the volunteer recognitions for their region. Coordinators should be familiar with the Adult Awards offered by our Council, and work with their Service Team to ensure that deserving volunteers within their Service Areas are nominated. Nomination materials are due to the Council on February 15th of each year, but can be turned in at any time. Outstanding Volunteer, Outstanding Leader, Appreciation Pin, Honor Pin, Thanks Badge, and Thanks Badge II nominations are reviewed and voted upon by the Council Recognition Committee in March. Leadership Development Pin/Leaves and Community Participation Awards are reviewed by Council Adult Development staff. Information on each of the recognitions may be reviewed on the following slides. Nomination forms may be found on the GSNWGL website or in *The Source*.



Community Participation Award:

This award recognizes individuals, businesses or organizations that have provided significant services or contributions within a troop or Service Area. It is designated for persons, agencies or groups that are not registered Girl Scouts, or registered Girl Scout adults who have provided short term or episodic service. Examples would include strong community partners who have provided unusual and/or consistent support to girls.

Outstanding Volunteer Award

This award is given to an adult member serving in a capacity other than Leader, or in addition to Leader, if the volunteer gives outstanding service that benefits the Service Area. Examples would include an event coordinator who has managed several successful events with increased use of girl planning and involvement, or Service Team members, trainers or camp volunteers who helped to significantly increase girl involvement.



Outstanding Leader Award

This award recognizes a registered adult member who has shown outstanding troop leadership qualities in the delivery of the Girl Scout program. Examples would include Troop Leaders or Assistant Leaders who have provided opportunities for girls to interact with people from different cultures.



Appreciation Pin

The Appreciation pin recognizes a registered adult member who provided outstanding service to at least one geographic division, Service Area or program area. An example would be a Service Area Manager whose leadership directly impacted membership growth and retention.



Honor Pin

This award recognizes a registered adult member who provided outstanding service in two or more Service Areas. An example would be a person who spearheads a membership outreach initiative resulting in a significant increase in girls and adults in under-represented populations.



Thanks Badge

The Thanks Badge recognizes a registered adult member who provided outstanding service benefiting the total Council or entire Girl Scout organization. An example would be a person who successfully establishes a collaboration with another agency resulting in increased programs for girls from all parts of our Council.



Thanks Badge II

The Thanks Badge II is awarded to volunteers who have previously received the Thanks Badge. Since receipt of the Thanks Badge, they have continued to provide distinguished service, increasing his/her impact by expanding awareness of Girl Scouting, within and beyond our Council. An example would be a person who initiates a volunteer support system that successfully retains members in our Council and has been replicated in other councils.



Leadership Development Pin and Leaves

***Volunteers self-nominate for this award.**

To be eligible for the Leadership Development Pin, volunteers must:

- Be a registered Girl Scout adult.
- Have completed the GSUSA on-line volunteer orientation module, Council 101 and Leadership Essentials.
- Have completed at least one successful year with a troop.
- Have participated in at least two meetings or events beyond the troop (Council-wide or community-wide) such as Service Area meetings or Council meetings.
- Hold current certifications in First Aid/CPR, or recruit an adult volunteer who has taken this training and is available to work with your troop.
- Have completed our Council's Outdoor Education Training, or recruited an adult volunteer who has taken this training and is available to work with your troop.



Leaves are awarded to represent additional hours of training. Eligible training may include any Girl Scout or community offering, as long as it is relevant to the volunteer's Girl Scout position. Green leaves represent 10 training hours or 1 CEU. Silver leaves represent 50 hours or 5 CEU's. Gold Leaves are awarded for 250 hours or 25 CEU's.



Thank You!

Thank you for taking on the role of Adult Development Coordinator for your Service Area. Training, support and recognition is so important in developing and retaining volunteers, and keeping the Girl Scout Movement going strong. If you have additional questions or needs regarding this position, do not hesitate to contact the Adult Development Department.

training@gsnwgl.org or 888.747.6945, ext. 3341