



It starts with Scouts.

Role Description

Group Support Scouter

Accountable To: Council Key 3
Term: Appointed annually by the Council Key 3
Time Required: 15-20 hours per month (on average). Additional 2 to 3 weekends per year.

SUMMARY

Accountable to the Council Key 3, Group Support Scouters provide support to ensure safe, high-quality programs through Group health. As a member of the Council Service team, the Group Support Scouter is a local resource, mentor and coach that works directly with assigned Group Commissioner(s) to enable them to deliver the Canadian Path program and Scouts Canada's Five Priorities at the Group and Section level. The Group Support Scouter:

- Works directly with Group Commissioners (GC) and their Group Committee and acts as their single point of contact for support – making it easier for Groups to get help where and when they need it to be successful.
- Builds a close working relationship as a trusted advisor and develops relationships within the Scouting network to ensure access to subject matter expertise and resources from both shared services and best practices.
- Provides high-quality Group support and works towards positively impacting our Mission through membership growth

DUTIES & RESPONSIBILITIES

Working in partnership with Council Key 3s (CK3) and Scouting Relationship Manager (SRM), the Group Support Scouter enables positive organizational outcomes by:

Strategic Group Management

- Supporting and optimizing Groups in alignment with service level expectations
- Understand their Groups; health, performance, emerging needs, trends, community-engagement, and challenges
- Establishing and maintaining positive relationships with assigned Groups through proactive and regular contact – developing a trusted advisor relationship.
- Promoting and implementing Scouts Canada's Volunteer Support Strategy in partnership with CK3s and SRM(s), as appropriate
- Ensure that Group Commissioners are actively engaged through the implementation of Scouts Canada's communications strategy and programs

Group Support

- Work with the Group Commissioner to identify growth opportunities and build progressive Section growth plans to achieve targets
- Work with CK3 and other appropriate team members to identify, then find solutions, to remove growth barriers



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- Work with the Group Commissioner and fundraising team to define and achieve fundraising targets (including participating in Scout Popcorn)
- Support the Group Commissioner in recruiting vacant positions of the Group Committee
- Promote and role model Scouts Canada's Safety Leadership culture
- Utilize the Group Health Navigator to conduct Group health reviews
- Ensure familiarity with key resources, Scouts.ca, organizational policies, and procedures, to enable the effective flow of accurate and timely information
- Be a positive ambassador of Scouts Canada's communications strategy/program to ensure effective change management
- Promote succession planning for Group Commissioners and other key Group Volunteer Roles
- Ensure consistent delivery of the Scouts Canada program

COMPETENCIES REQUIRED

Organizational Competencies

- **Member Focus** – Demonstrates commitment to increasing member satisfaction, assumes responsibility for solving problems, ensures commitments to members are met, solicits organizational and personal performance feedback from members.
- **Integrity/Ethics** – Deals with others in a straightforward and honest manner, maintains confidentiality and supports Scouts Canada's values
- **Dependability** – Meets commitments, accepts accountability, and stays focused under pressure
- **Teamwork** – Meets all team responsibilities, listens to others, values opinions, works with the CK3 to meet goals and promotes a team atmosphere

Role Specific Competencies

- A people person with high energy and a passion for motivating and enabling volunteers
- Ability to build and hold relationships with community leaders and partnerships in Scouting
- Proven ability to inspire confidence, teamwork, and leadership in others, encouraging a climate favourable for growth
- Goal-oriented with an ability to help others in a team perform well to hitting key performance indicators
- Strong written and oral communications and skills
- Excellent planning, organizational and problem-solving skills

QUALIFICATIONS

- A passion for Scouts Canada's Mission is essential
- Experience with Scouts Canada
- Competent Microsoft Office 365 user with experience in web-based technology platforms
- Registered or able to become an active member of Scouts Canada
- 14 years old or above

Beneficial Knowledge:

- Experience in managing volunteers
- Knowledge of Scouts Canada's Policies, Procedures, Standards, program and structure