

# Administrative Community Leader (ACL) Adviser

## Position Description

Updated March 22, 2020

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### **MISSION**

To be a catalyst for girls empowering girls

### **PURPOSE**

To mentor, coach and support ACLs to ensure they provide excellent leadership to their Guiding communities

### **ACCOUNTABILITY**

Deputy Provincial Commissioner

### **RESPONSIBILITIES**

- Support the competency and skill building of the ACL team in: Unit Readiness, Community Growth, Performance Management, and Issue Management
- Assist ACLs with all aspects of setting up Community Guider teams
- Assist ACLs with community planning including membership growth plans, adult recruitment and placement, Unit Guider appointments, and setting unit capacity to increase GGC membership
- Ensure that ACLs understand all the supports and training available for Community and Unit Guiders to ensure consistent, quality delivery of the GGC program
- Be an effective adviser, coach and point of escalation for ACLs dealing with performance issues
- Provide advice to ACLs on resolving conflict and conduct issues, performing investigation professionally and escalating to the DPC when appropriate
- Follow the GGC guidelines for Conflict Management and provide the required documentation
- Actively participate in recruiting and screening new ACLs

### **EXPECTATIONS**

- Meet our 48-hour service standard for responding to GGC related emails and phone requests from ACLs, Community Guiders, staff, and other volunteers;
- Maintain current knowledge of National policies and programs and Ontario Guiding procedures;
- Attend 2 weekend long ACL Forum meetings/year;
- Be active and responsive as needed to facilitate issue resolution;
- Must use technology to support efficiencies and create change (training provided as needed for ON IT platform which includes Office 365, OneNote, OneDrive, and Skype for Business; and;

### **QUALIFICATIONS**

- A commitment to and passion for GGC;
- Have a working knowledge of GGC guidelines in Module 3;
- Have a detailed understanding of the organization structure in order to direct ACLs to the appropriate individual to have questions answered or to address concerns or issues;
- Ability to work with a team;
- Good communication, listening, and interpersonal skills with ability to communicate effectively.

### **TERM**

Three (3) Years

