Community Guider

Position Description

February 2025

VISION
A better world, by girls

MISSION
To be a catalyst for girls empowering girls

PURPOSE
The Community Guider role provides communication, problem solving and performance management to members of a Community. The Community Guider fosters a culture of inclusivity, mentorship, and collaboration to help GGC thrive in their Community and Provincial Council.

ACCOUNTABILITY
Deputy Provincial Commissioner, through the Administrative Community Leader (ACL).

RESPONSIBILITIES

Unit Guider Support
- Ensures all Units are established, populated, and effectively supported.
- Provides support to Unit Guiders as needed.
- Ensures all new Guiders are welcomed to their roles within an established timeline.
- Encourages training opportunities for Unit Guiders to ensure consistent and high-quality experiences for girls & youth.
- Works alongside the ACL and Unit Space team to maintain existing relationships with Unit meeting locations and seek new opportunities to ensure there are meeting spaces for current and new units.
- Actively participates in the planning and forecasting of the Community projections for membership targets, making recommendations for opening, merging, splitting, and closing units as required, working with the Member & Unit Support team.
- Supports efforts to meet membership acquisition and cookie fundraising goals.

Handling Risks & Issues
- Provides support to Unit Guiders to manage escalations from parents and the community.
- Assists the ACL with managing escalations related to performance and other issues as required.
- Assists the ACL with follow-up and resolution of Incident Reports, Girl Protection Reports, and investigations as required.

Engaging with Members & the Community
- Regularly communicates with all Unit Guiders in their assigned units.
- Assists with the coordination of activities for the Community, such as Guiding gatherings, girl and youth-focused events, and award ceremonies, encouraging participation.
- Assists with attendance at trade shows, exhibitions, and other community promotional opportunities, working with the Member Growth staff team to secure appropriate funding.
- Assists with the submission of GGC Award nominations for the Community.

Fostering a Girl-Centered, Inclusive, & High-Performance Culture
- Ensures Guiding is accessible to all by increasing awareness, understanding, and acceptance of members with special needs and embracing cultural diversity and inclusivity.
- Promotes inclusion, diversity, equity, and accessibility to ensure Guiding is welcoming to all members.
- Helps create awareness and understanding of cultural diversity and inclusivity within Guiding.

Other Responsibilities
- Completes other duties assigned by the Community Guider Adviser and/or ACL.

QUALIFICATIONS
- Passion for and commitment to Girl Guides of Canada (GGC) and its mission.
- Ability to work both independently and as part of a team.
- Strong critical thinking and relationship building skills.
- Excellent organizational skills to manage tasks and priorities effectively.
- Good writing, communication, and listening skills with the ability to communicate clearly through various media.
- Familiarity with Office Suite or willingness to learn and adapt to new technology.

EXPECTATIONS
- Meet the 72-hour service standard for responding to GGC related email and phone requests.
- Maintain current knowledge of National and Provincial policies, procedures, and programs.
- Act in the best interests of the entire Community, not personal or regional interests.
- Contribute to the growth and success of Guiding within the Community and Provincial Council.
- Keep open communication with the ACL, ACL Adviser and/or Deputy Provincial Commissioner about important issues.
- Time Commitment:
  - 2-7 hours/week (variable based on number of assigned units, tenure of Unit Guiders, and time of year; spring and fall are busiest).

TERM:
- Minimum of one (1) year commitment (renewable on an annual basis)