

Deputy Travel Support Liaison

Position Description

Effective: September 1, 2026

VISION

A better world, by girls.

MISSION

To be a catalyst for girls empowering girls.

PURPOSE

The Deputy Travel Support Liaison supports the Travel Support Liaison in delivering safe, inclusive, and high-quality travel and adventure opportunities for girls, youth, and Guiders across Ontario and Nunavut.

This position is designed as a leadership development and succession-planning role. The Deputy Travel Support Liaison works alongside the Travel Support Liaison for one year, receiving mentorship and orientation. Following the developmental period, the incumbent may be considered for appointment as Travel Support Liaison in accordance with ON Provincial Council processes.

The role supports travel administration, member education, volunteer development, travel assessment processes, risk management, and the promotion of travel and adventure opportunities throughout the Council. The Deputy Travel Support Liaison also contributes to provincial and national travel initiatives, helping to strengthen travel experiences and support systems for members across Girl Guides of Canada.

ACCOUNTABILITY

Ontario Provincial Council through the Girl & Youth Experience Coordinator through the Travel Support Liaison.

RESPONSIBILITIES

Leadership & Collaboration

Supports the Travel Support Liaison in the coordination and operation of ON Council Travel Support Team and related travel initiatives.

Assists with onboarding, communication, engagement, and recognition of Travel Assessors and other volunteers involved in travel support.

Designs, updates, and implements Travel and Adventure learning sessions for Guiders.

Promotes a culture of safe, inclusive, youth-centered travel and adventure opportunities.

Participates in provincial meetings, communities of practice, and working groups as required.

Builds collaborative relationships with Guiders, Travel Assessors, Provincial staff, Provincial Council, and National contacts.

Collaborates regularly with the National Travel Team, Risk Management staff, and Travel Support Liaisons from other provinces to support consistent travel practices and member experiences across Canada.

Assists in identifying emerging travel trends, challenges, and opportunities to strengthen member support.

Supports succession planning and leadership development within the ON Council travel support network.

Contributes operational expertise, member feedback, recommendations, and practical travel experience to the review and revision of Safe Guide, national travel procedures, resources, and related policies.

Participates in national consultations, working groups, and projects related to travel, adventure, risk management, and member experience.

Assists with the development and implementation of provincial and national travel-related initiatives, resources, and projects.

Travel Administration & Support

Assists in the assessment and review of Travel in Canada and International Travel applications.

Provides information and guidance regarding travel processes, timelines, policies, and procedures.

Acts as a resource for general travel inquiries and refers complex matters to the Travel Support Liaison as appropriate.

Assists with travel-related communications, reports, and provincial updates.

Responds to and helps resolve travel-related concerns, questions, and issues from Guiders, travellers, caregivers, Travel Assessors, and other stakeholders.

Interacts professionally and respectfully with parents, guardians, and caregivers regarding travel planning, expectations, concerns, and travel-related inquiries.

Supports the resolution of complex travel situations through collaboration, critical thinking, problem solving, and sound judgement.

Assists in identifying risks, challenges, and emerging issues that may impact travel experiences and member safety.

Member Support, Education & Mentorship

Encourages and supports Guiders who are considering, planning, or leading travel opportunities.

Assists in delivering training, information sessions, and travel-related workshops.

Supports members in understanding Safe Guide, travel procedures, and risk management expectations.

Helps identify common questions, barriers, and challenges faced by Trip Units and provides feedback to improve resources and supports.

Promotes positive travel experiences that support youth leadership, confidence, independence, and personal growth.

Encourages best practices in trip planning, risk management, youth engagement, and travel leadership.

Travel Assessment Support

Develops knowledge of Travel in Canada and International Travel assessment processes.

Shadows and supports Travel Assessors to gain understanding of travel review practices.

Assists in coordinating communication between Trip Units and Travel Assessors.

Learns and applies travel assessment standards, policies, and best practices under the guidance of the Travel Support Liaison.

Develops the ability to assess travel plans using a risk-based approach that balances safety, program quality, and member experience.

Applies critical thinking and problem-solving skills when reviewing travel applications and supporting travel-related decision-making.

Supports the consistent interpretation and application of travel policies, procedures, and assessment standards.

Supports continuous improvement efforts related to travel assessment processes and member experience.

Inclusivity & Accessibility

Supports efforts to ensure travel and adventure opportunities are accessible, equitable, and inclusive.

Promotes awareness of diverse member needs and assists in connecting members with appropriate supports and resources.

Encourages participation from members across Ontario and Nunavut, including underserved and rural communities.

Advocates for travel experiences that reflect GGC's commitment to diversity, equity, inclusion, and accessibility.

Succession & Leadership Development

Participates in a structured one-year onboarding and mentorship program with the Travel Support Liaison.

Progressively assumes increased responsibility for travel support functions and leadership activities.

Learns provincial and national travel policies, procedures, systems, and decision-making frameworks.

Gradually assumes responsibility for selected communications, presentations, meetings, and projects.

May act on behalf of the Travel Support Liaison when appropriate and with support.

Prepares to transition into the Travel Support Liaison role at the conclusion of the mentorship period, subject to appointment processes established by Provincial Council.

Other Responsibilities

Completes other duties as assigned by the Travel Support Liaison, Girl & Youth Experience Coordinator, or Provincial Council.

Supports special projects, events, and initiatives related to travel, adventure, and youth experiences.

Assists with provincial and national travel projects from concept development through implementation and evaluation.

Supports the creation, review, and continuous improvement of travel resources, training materials, templates, and communication tools.

Assists with the development and maintenance of travel resources, guides, and learning materials.

Contributes to the collection and analysis of travel-related feedback and data to support continuous improvement.

QUALIFICATIONS

Commitment to the Mission, Vision, and Values of Girl Guides of Canada.

Registered Member of Girl Guides of Canada in good standing.

Experience as a Trip Guider, Travel Assessor, or participant in GGC travel opportunities is considered an asset.

Strong organizational, administrative, and time-management skills.

Effective written and verbal communication skills.

Demonstrated ability to work collaboratively with volunteers, staff, and members.

Ability to manage multiple priorities and meet deadlines.

Demonstrated critical thinking, problem-solving, and conflict resolution skills.

Ability to analyze information, identify risks, and make sound recommendations.

Ability to communicate effectively with a wide range of stakeholders, including youth, Guiders, caregivers, volunteers, and staff.

Experience managing sensitive conversations and complex situations with professionalism and diplomacy.

Experience facilitating learning opportunities, workshops, or presentations is an asset.

Understanding of risk management principles and their application within youth travel programs is an asset.

Working knowledge of Guiding Essentials, Safe Guide, and travel-related policies, or willingness to learn.

Proficiency with Microsoft Office and virtual collaboration platforms.

Ability to maintain confidentiality and exercise sound judgment.

EXPECTATIONS

Meet the 72-hour service standard for responding to GGC-related communications.

Attend required meetings and training opportunities.

Maintain familiarity with relevant GGC policies, procedures, and resources.

Communicate regularly with the Travel Support Liaison to ensure alignment, continuity, and effective succession planning.

Support a positive, responsive, and member-focused travel support experience.

Demonstrate a collaborative approach when working with provincial and national stakeholders.

Support continuous improvement of travel processes, resources, and member supports.

Maintain awareness of emerging travel trends, risks, and best practices relevant to youth travel programs.

Demonstrate a commitment to continuous learning and leadership development.

Time Commitment

Approximately 3-6 hours per week.

Additional time may be required during peak travel periods, training events, provincial initiatives, and national projects.

TERM

One-year developmental appointment as Deputy Travel Support Liaison.

The successful incumbent is expected to participate in a structured onboarding, mentorship, and gradual-release process designed to prepare them for the Travel Support Liaison role.

Following the developmental period, the incumbent may be considered for appointment as Travel Support Liaison in accordance with Provincial Council processes.

The Deputy Travel Support Liaison role is intended to support leadership succession, continuity, and long-term sustainability of Ontario's travel support program.