

# Administrative Community Leader (ACL) Adviser

## Position Description

Updated May 29, 2020

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### **MISSION**

To be a catalyst for girls empowering girls

### **PURPOSE**

To mentor, coach and support Administrative Community Leaders (ACLs) to ensure they provide excellent leadership to their Guiding communities

### **ACCOUNTABILITY**

Ontario Council, through 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 Adult Member Support Module 3: Performance and Conduct Management;
- Have a strong understanding of the organizational structure and the ability to find answers 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 and independently;
- Ability to exercise critical, analytical and decision focused skills; and
- Good writing, communication, listening, and interpersonal skills with ability to communicate effectively via various media sources.



**TERM**  
Three (3) Years

