



## Service Unit Manager Code of Conduct

### Girl Scouts of Northern New Jersey

All GSNNJ volunteers play a vital role in upholding our mission and guiding girls through the Girl Scout Leadership Experience. By living the Girl Scout Promise and Law, we model courage, confidence, character, and strong ethics while following Council guidelines, policies and procedures.

**As a Service Unit Manager, you accept the responsibility to lead with integrity, support volunteers, and embody Girl Scout values in all you do and your actions.**

#### GIRL SCOUT PROMISE

On my honor, I will try:  
To serve God\* and my country,  
To help people at all times,  
and to live by the Girl Scout Law.

#### GIRL SCOUT LAW

I will do my best to be  
honest and fair,  
friendly and helpful,  
considerate and caring,  
courageous and strong, and  
responsible for what I say and do,  
and to  
respect myself and others,  
respect authority,  
use resources wisely,  
make the world a better place, and  
be a sister to every Girl Scout.

\*Members may substitute for the word God in accordance with their own spiritual beliefs.

**These guidelines are expected to be followed by the Service Unit Manager Volunteer:**

- **Be a role model:** This includes demonstrating honesty, fairness, and a positive, respectful attitude toward others.
- **Focus on girls:** The well-being and interests of the girls should always be the priority.
- **Embrace diversity:** Understand, respect, and embrace diversity within the Service Unit.
- **Encourage leadership:** Partner with other volunteers in the Service Unit and encourage collaboration
- **Adhere to policies:** Follow policies and procedures to create a welcoming atmosphere for leaders, ensuring they are treated with respect and have a voice within the Service Unit.
- **Respectful behavior:** Treat staff, volunteers, parents and girls fairly and without discrimination. Refrain from public or private displays of anger, aggression, physical discipline, inappropriate language, name-calling or berating of individuals. Treat others with the same consideration you would want to receive. Any kind of violence will not be tolerated. No use of phone during meetings and events unless deemed necessary. Dress appropriately for volunteer positions and activities. Respect the places and people encountered while representing GSNNJ.
- **Communicate respectfully:** Communicate in a prompt, positive, and effective manner with staff, Leaders, volunteers, girls and parents. Ensure all verbal or written communications including (telephone conversations, emails, texts, all social and electronic media) do not contain profanity or condescending remarks.
- **Confidentiality:** Protect the personal and financial information of all Troop members. Will not use any volunteer position for personal, political or monetary gain.
- **Finances:** Will manage SU funds with honesty and integrity and will keep accurate records. I do understand that if an investigation reveals that I mismanaged funds in any way, I will be prosecuted to the full extent of the law and will face legal consequences.
- **Conflicts:** Handle disagreements and conflicts privately and respectfully, never bringing them into the Girl Scout space to maintain a safe environment for all, especially those happening outside Girl Scouts. Address any issues in a respectful manner and follow the council's process for conflict resolution.
- **Substance use:** Will abstain from the use or possession of alcohol, marijuana, illegal drugs, tobacco or anything that negatively impacts the image of the organization in front of girls or while representing the organization.

**Failure to follow the Code of Conduct outlined above will result in disciplinary actions including but not limited to the following in any order or combination:**

- Review of Code of Conduct with GSNNJ Staff Member
- Written warning issued by GSNNJ.
- Suspension or immediate removal from the Service Unit Manager role.

**By signing this document, I commit to adhering to the above Code of Conduct. Failure to do so does not affect the applicability of the code or any of its provisions to you.**

Printed Name

Date

Signature of Leader/Advisor

Troop #

Service Unit Name