



# Short Term Volunteer Handbook



# Welcome to Girl Scouts!

## **Our Vision:**

A New York City in which every girl feels empowered to lead in her community, workplace, and the world.

## **Our Mission:**

Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

### **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.*



# Girl Scout Structure & Support

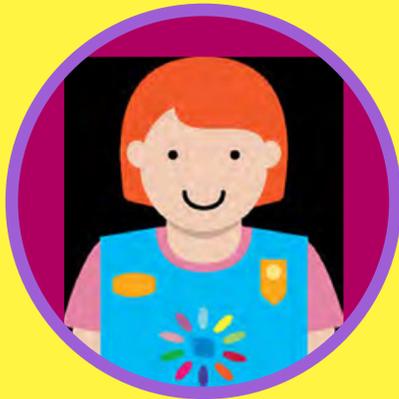
Girl Scouts of the USA (GSUSA) A national organization supporting the work of 110 councils across the U.S. for more than 100 years.

Girl Scouts of Greater New York An independent 501(c)(3) organization chartered by GSUSA operating under the direction of a local board of directors and overseeing all service units and troops within a given geographical area. The only 100% urban Girl Scout council in the country!

Service Units Comprised of volunteers who support the work of troop volunteers in a given geographical area. Troops Volunteer-supervised groups of Girl Scouts who participate in the Girl Scout Leadership Experience.



# Girl Scout Levels



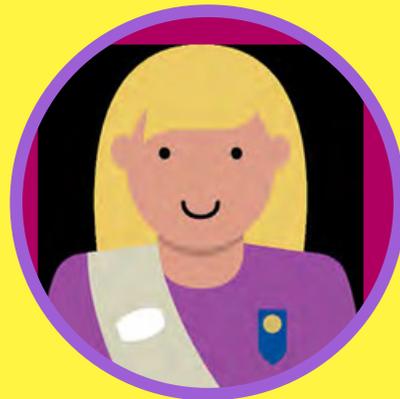
**Daisy:**  
Kindergarten  
& 1st grade



**Brownie:**  
2nd & 3rd grade



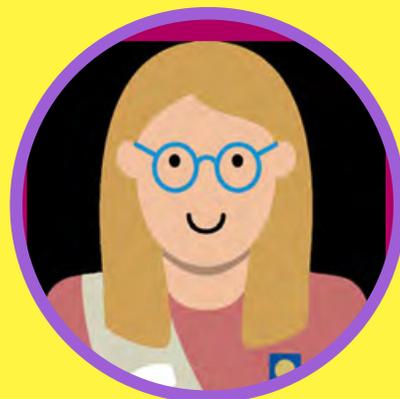
**Junior:**  
4th & 5th grade



**Cadette:**  
6th, 7th, and  
8th grade



**Senior:**  
9th & 10th grade



**Ambassador:**  
11th & 12th grade

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# Volunteer Roadmap

Your path to getting the most out of your first year as a Girl Scouts of Greater New York (GSGNY) volunteer!

Your council staff member will direct you every step of the way. From guiding you through the onboarding process to introducing you to your new main point of contact. GSGNY is here to help!

## Step 1:

Visit our Website and click on MY GS (upper right hand corner)



## Step 2:

Click on Volunteer, fill out information and scroll down to the bottom of the page click on BECOME A GENERAL MEMBER



## Step 3:

Complete a background check (Check your email from Assurant)



## Step 4:

GSGNY will connect with you about your new role. Attend Volunteer Orientation.



## Step 5:

Complete all your asynchronous gsLEARN trainings



## Check out our website!

Here you will find helpful resources (troop leader blueprint, ages and stages, and the latest program updates, etc.): [www.girlscoutsnyc.org](http://www.girlscoutsnyc.org)

## Program Support

Contact your Volunteer role's supervising GSGNY Staff Member directly or email Customer Care ([customer care@girlscoutsnyc.org](mailto:customer care@girlscoutsnyc.org)) with the subject line "Short Term Volunteer Support"

# Programming

## Pillars, Processes, and the Girl Scout Leadership Experience

These four pillars make up the foundation of what we do in Girl Scouts:



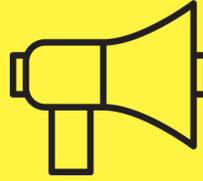
### STEM

Computer science, engineering, robotics, outdoor STEM and more



### Outdoors

Adventure and skill-building, including camping experiences for all age levels, from the backyard to the backcountry



### Life Skills

Civic engagement, healthy living, global citizenship, communications skills



### Entrepreneurship

The Girl Scout Cokie Program is the largest girl-led business in the world. The program teaches goal setting, decision making, money management, business ethics, and people skills

These three processes are how we put our programming into action:



### Girl Led

Girl Scouts actively participants in their experiences, are able to make choices, and know their voice matters . As volunteers, we work to find opportunities where girls can take an active role and make choices and decisions.



### Learn By Doing

Girl Scouts engage with topics through hands on activities. Concepts are reinforced through reflections and discussion.



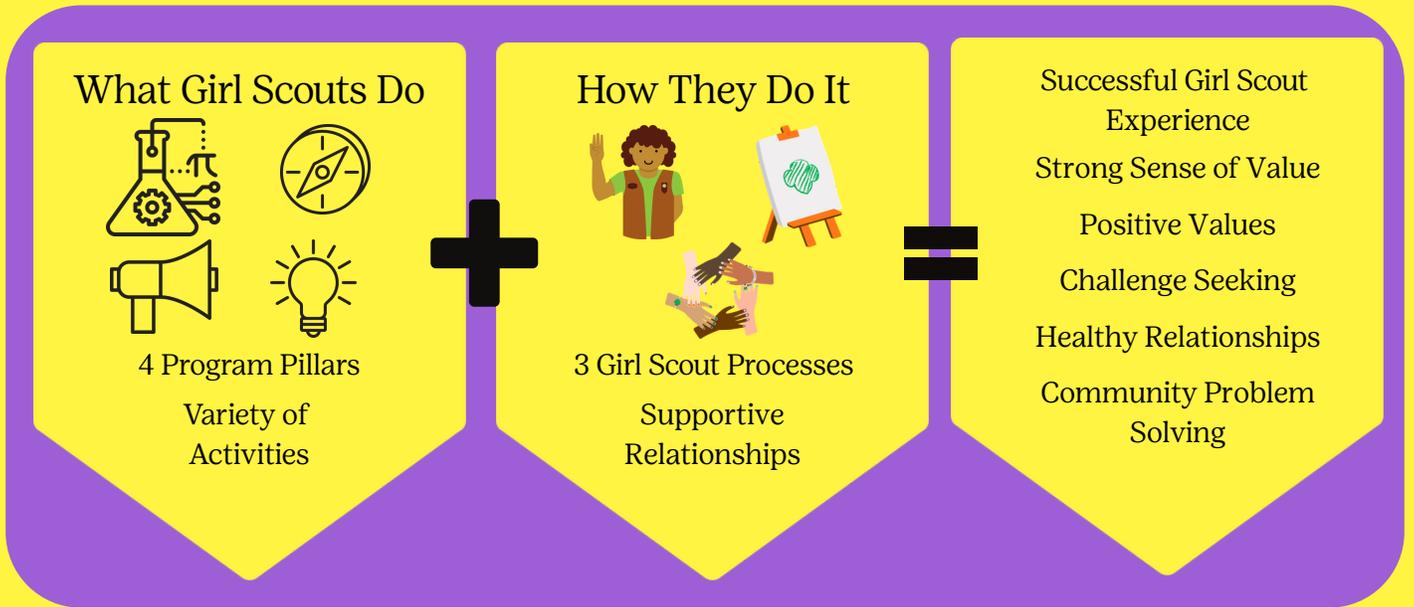
### Cooperative Learning

Girl Scouts learn to share knowledge and skills in an atmosphere of respect and cooperation as they work towards a common goal.

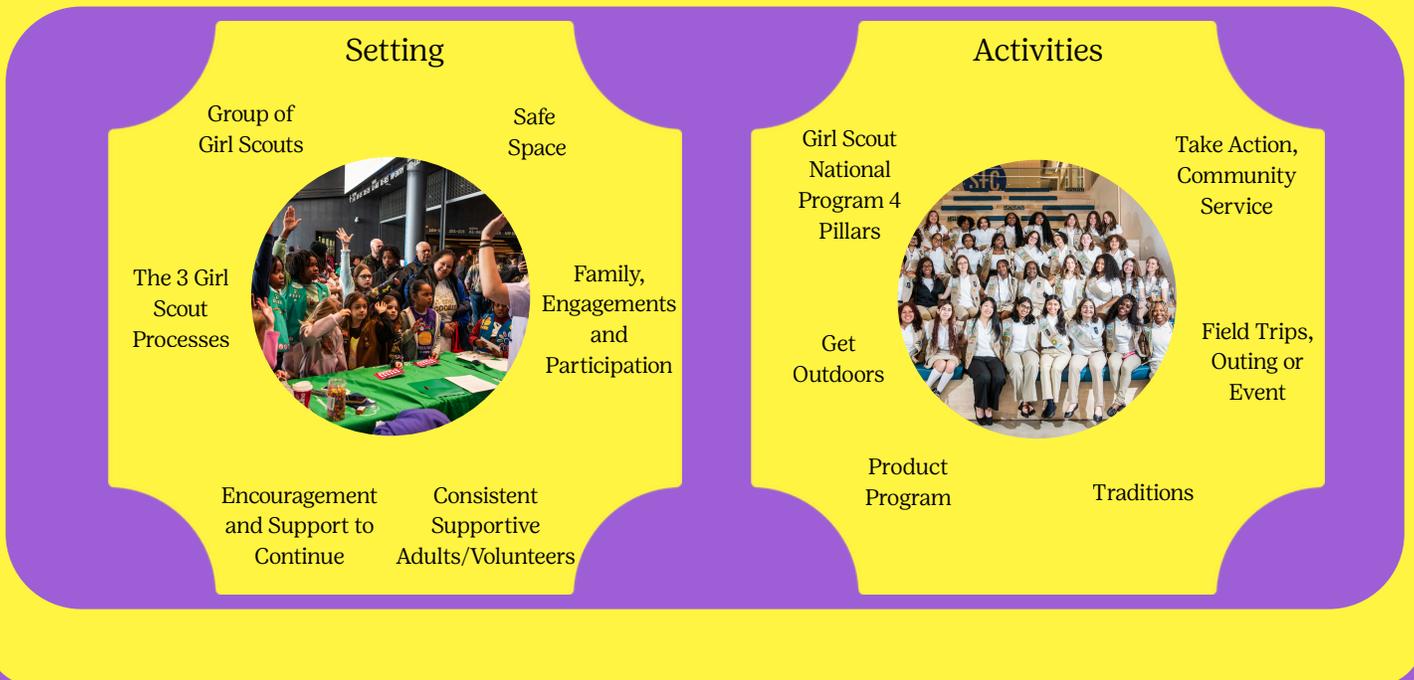
# Programming

Pillars, Processes, and the Girl Scout Leadership Experience

## Girl Scout Leadership Experience



## Elements of a Foundational Girl Scout Experience across all delivery models



# Have a minute? Make a difference!

Short-term volunteers play a vital role in creating unforgettable experiences for Girl Scouts across New York City. Whether you can give an hour, a day, or a season, your time helps build girls of courage, confidence, and character. In this role, you'll provide essential support to our Girl Scout community and work closely with GSGNY staff to help lead and support girls through a variety of programs.

GSGNY short-term volunteers support fast-paced, interactive programs serving Girl Scouts in grades K–12 across the five boroughs and at Camp Kaufmann in Dutchess County. Events range from small group activities of 25 girls to large-scale programs with 100+ participants.

Your interests, skills, and availability determine how you engage—every role makes an impact.

## Why Volunteer Short-Term?

- Flexible commitment — choose opportunities that fit your schedule.
- High-impact experiences — support one-time events, troop pop-ups, and special programs.
- Skill-building — develop leadership, facilitation, project management, and youth development experience.
- Community service documentation available upon request.
- Make NYC better for girls — one event at a time.

## What Short Term Volunteers Do Not Do

- Do not transport girls alone
- Do not manage troop finances
- Do not provide unsupervised care
- Do not handle medical decisions
- Do not communicate independently with caregivers unless directed by staff

*Important: All volunteers must be registered Girl Scout members and must complete a background check before volunteering.*



# Short-Term Volunteer Roles at a Glance

## Event Volunteer

Support one-day or short-term Girl Scout programs across New York City by assisting with:

- Activity Stations
- Logistics
- Check in and check out
- Overall program flow

Event volunteers help ensure girls have a safe, engaging, and memorable experience while working alongside GSGNY staff.

## Seasonal Troop Pop-ups

Support short-term, time bound troop experiences hosted at schools or community sites. Volunteers assist with delivering pre-designed programming over a limited number of weeks, helping girls explore Girl Scouting in a fun, welcoming, and low-barrier format.

## Troop 6000 Event Opportunities

Support events and programs designed for Girl Scouts experiencing housing insecurity through Troop 6000. Volunteers assist with activity facilitation, logistics, and creating an inclusive, affirming environment that ensures every girl can fully participate in the Girl Scouts experience.



# Short-Term Volunteer Roles at a Glance

## Programmatic Based Opportunities

### **Leadership Institute Support**

Assist middle and high school Girl Scouts participating in GSGNY's Leadership Institute by supporting workshops, small -groups activities, and project work focused on leadership, career exploration, entrepreneurship, and civic engagement. Volunteers serve as positive role models and help foster confidence and skill building.

### **Highest Awards Support Needs**

Provide guidance and encouragement to Girl Scouts pursuing the Bronze, Silver, and Gold Awards. Volunteers may support project planning, offer feedback, attend presentations, or assist staff with logistics related to workshops and review processes helping girls lead sustainable, community impact projects

### **Cookie Season Booth Support**

Support Girl Scouts during cookie booth shifts by assisting with setup, crowd flow, safety oversight, and positive customer engagement. Volunteers help ensure booths run smoothly and safely while reinforcing financial literacy, goal-setting, and teamwork for girls.

### **Camp Kaufmann Program Days**

Support day based programs at Camp Kaufmann by assisting with outdoor activities, STEM experiences, badge workshops, and general program logistics. Volunteers help create safe, enriching camp experience for girls visiting camp for the day.

# Volunteer Expectations & Standards



## Safety First

- Follow adult-to-girl ratios
- Maintain situational awareness
- Report any concerns to staff immediately
- Follow GSGNY and GSUSA policies at all times

## Professionalism

- Arrive on time
- Communicate if running late or unable to attend
- Support staff direction
- Maintain a positive, girl-centered energy



## If Something Doesn't Feel Right:

1. Stop the activity
2. Contact on-site staff immediately
3. Document
4. Never handle alone

This line is intended for after-hour emergencies, including but not limited to: Reporting an incident or accident Reporting a transportation issue during a Girl Scout event Reporting medical emergencies, fires, severe weather events, and threats of violence during a Girl Scout meeting or event. For serious life-threatening issues, please call 911. Emergency Line: (212) 645-4009

## Inclusivity

We welcome volunteers from all backgrounds. Volunteers should model inclusive behavior and encourage participation by all Girl Scouts.



Want to Do More?

## Short term volunteers can:

Provide Troop Volunteer Support  
Serve as Middle & High School Mentors  
Hold Leadership roles  
Start your own troop

**Scan the QR code or click the link:**



[Become a Volunteer](#)



[Events Calendar](#)



[Girl Scouts For All](#)

## Frequently Asked Questions

### **Do I need prior experience?**

No! We train you for every role.

### **Can I volunteer once?**

Yes—many volunteers participate once or twice a year, and others join monthly.

### **Can teenagers volunteer?**

Teens ages 14+ may volunteer in specific roles with staff approval.

### **Can I bring a friend or family member?**

Absolutely—encourage them to register and complete screening requirements first.

### **Will I receive documentation for service hours?**

Yes. GSGNY can provide letters, hour logs, or confirmation for schools, employers, or community-service requirements.

## **Next Steps: Join Us!**

Volunteering with Girl Scouts of Greater New York is a meaningful way to give back—whether you're interested in youth development, community service, leadership, or just trying something new. Together, we create life-changing experiences for girls across NYC.



# Essential Volunteer Resources

How do I ensure that Girl Scouts are safe during our meeting and activities?

Refer to: [Safety Activity Checkpoints](#)

## Mandated Reporters:

If you are a mandated reporter (such as a school official, health or social service worker, or caregiver), you are legally required to report suspected abuse or neglect. You may also be required to submit a written report within 48 hours of making an oral report.

To report child abuse in NYC, call the New York State Central Register (SCR) Hotline at 1-800-342-3720 (TTY: 1-800-638-5163) at any time, 24/7. If the child is in immediate danger, call 911 or your local police department.

The SCR will direct your report to the Administration for Children's Services (ACS), which will conduct the investigation. The GSGNY Emergency Phone Line is open Monday through Friday, 5:00 P.M. – 8:00 P.M., Saturday and Sunday, 12:00 A.M. – 11:59 P.M.

This line is intended for after-hour emergencies, including but not limited to: Reporting an incident or accident  
Reporting a transportation issue during a Girl Scout event  
Reporting medical emergencies, fires, severe weather events, and threats of violence during a Girl Scout meeting or event. For serious life-threatening issues, please call 911.  
Emergency Line: (212) 645-4009

Where can I find more onboarding and program support?

Refer to: [Volunteer Essentials, Forms and Documents](#)

Is there a general reference guide for volunteers about Girl Scout policies?

gsLearn: From [Managing Troop Finances](#) to [Creating Your Inclusive Troop](#), you'll find hundreds of helpful on-demand training modules on this platform.

Volunteer Toolkit (VTK): The Volunteer Toolkit is the virtual planning assistant that will help power a fun-filled—and organized!—Girl Scout year. You can:

- Explore meeting topics and program activities
- Print step-by-step activity guides
- Edit troop roster and update contact information
- Contact caregivers
- Take attendance and track badge achievements
- Track and share financial information
- Service Unit Managers: Service units hold monthly meetings, and they're a great opportunity to ask questions and learn from volunteers just like you. They may also hold training sessions ahead of Cookie Season or host other events for Girl Scout troops in your community.
  - Award & Badge Explorer: The Award & Badge Explorer provides a comprehensive guide to all of the badges and Journey awards that Girl Scouts can earn, which are searchable by grade level and topic. You'll find downloadable badge requirements that you can share with your troop and a link to purchase badges from the Girl Scout store.

How can I get Short-Term Volunteer Support?

Contact your Volunteer role's supervising GSGNY Staff Member directly or email Customer Care ([customercare@girlscoutsnyc.org](mailto:customercare@girlscoutsnyc.org)) with the subject line "Short-term Volunteer Support".

**girlscoutsnyc.org**

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