



It starts with Scouts.

Job Description

Scouting Relationship Manager

Job Level: 4

Reports to: Council Relationship Manager (CRM) (or Regional Director for certain Councils)

SUMMARY

The Scouting Relationship Manager (SRM) is a trusted partner responsible for the successful execution of Scouts Canada's strategic priorities. The SRM designs and delivers business plans that ensure delivering on our Mission to develop well rounded youth better prepared for success in the world. Manages expectations of parents and volunteers for safe, fun and youth led adventures based on plan-do-review.

The SRM provides direct support to assigned "accounts" of segmented Areas and Groups, proactively facilitates the relationship within the Scouting network to ensure program quality, safety leadership, membership engagement and achieves excellent customer service to positively impact our mission through membership growth.

DUTIES & RESPONSIBILITIES

Working in partnership with the Council Leadership Team Council Key 3 and Area leadership teams, supports the achievement of organizational outcomes and volunteer support objectives by;

- Strategically identifying and working locally to create membership growth while ensuring retention of the existing membership base.
- Supporting the Council Key 3 in the creation and delivery of the Council Business Plan
- Executing the Council Business Plan with the Council Key3.
- Actively participating in regular Council Key 3 meetings, as required
- Ensuring council support of Areas, Groups and Sections
- Measuring, monitoring and analyzing data to provide trusted advice to Council, Areas and Groups
- Building relationships with volunteers to create a collaborative working relationship
- Increasing visibility of Scouting in the community
- Collaboratively developing and implementing a plan for volunteer recruitment, learning and support to build organizational capacity that will support delivery of consistent, high quality youth programs.
- Maintaining succession plans for key volunteers in compliance with the Public Appointment Process
- Managing the Suspension/Termination Policy with the Council Key3
- Being a trusted advisor and a key resource for program knowledge, organizational policies, and the Volunteer Support Strategy.
- Establishing and maintaining positive relationships through proactive communications with Council, Area, Group, and (as appropriate) Section leadership teams.
- Facilitating compliance with organizational policies pertaining to member registration, volunteer screening, and program safety.



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- Encouraging and supporting Area and Group teams to meet and exceed volunteer support and program standards.
- Setting and managing expectations related to change management

COMPETENCIES REQUIRED

Organizational Competencies

- **Member Focus** – Demonstrates commitment to increasing member satisfaction, assumes responsibility for solving problems, ensures commitments to members are met, solicits organizational and personal performance feedback from members.
- **Integrity/Ethics** – Deals with others in a straightforward and honest manner, maintains confidentiality and supports company values
- **Dependability** – Meets commitments, accepts accountability, stays focused under pressure and meets attendance/punctuality requirements
- **Teamwork** – Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere
- **Job knowledge** – Understands duties and responsibilities, has necessary job knowledge and technical skills, understands Scouts Canada's mission/vision and keeps job knowledge current

Job Specific Competencies

Proven success in the following job competencies:

- A people person with high energy and a passion for motivating people and enabling volunteers
- Initiative, anticipates needs, devises solutions and achieves results with and through people
- Strong interpersonal and networking skills to build relationships with community leaders, partnerships in Scouting and the ability to deal with a diverse range of people
- Outstanding written & oral communications and presentation skills
- Excellent planning, organizational and problem-solving skills

QUALIFICATIONS

- Related post secondary education
- Minimum 3+ years of experience in working with volunteers and leading volunteer programs
- Knowledge of business planning and volunteer management approaches.
- A passion for Scouts Canada's mission is essential
- Knowledge of Bylaw, Policies and Procedures, Scouting program, and Scouts Canada structure

WORKING CONDITIONS

- Travels up to 10,000 kilometres per year
- Overnights - Approximately 10 per year
- Travel conditions - Reasonable Non-traditional working hours including evenings and weekends