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## New Section Support Scouter Roles and Timelines

This guide provides a step-by-step roadmap for launching a new Scouts Canada section. It includes clear task descriptions, role responsibilities, and guidance on how to adapt based on the number of people available.

### Key Roles and Responsibilities

| Role  | Description   |
|---|---|
| Council (Staff or Volunteer)  | Provides overall guidance and oversight. Assists with venue booking, outreach strategy, promotional materials, and ensuring onboarding and registration systems run smoothly. Connects teams to Subject Matter Experts and troubleshooting resources. |
| Group Commissioner (GC)   | Local lead and primary contact for the new section. Coordinates logistics, communications, volunteer recruitment, and ensures onboarding is completed. Provides ongoing mentorship and problem-solving support.                                       |
| Section Mentor / Section Support Coordinator  | Provides hands-on support for at least 4 months of meetings. Assists with program planning, program delivery, volunteer mentorship, problem-solving, and weekly debriefs.   |
| Admin Support (optional – could be Group Administrator or Group Registrar)                              | Handles logistical details like flyers, RSVP lists, info session scheduling, equipment lists, and group emails.   |
| Experienced Scouter (optional – could be Contact Scouter for neighbouring section or a Support Scouter) | Provides additional hands-on support at open houses and meetings. Delivers activities and helps new Scouters manage group dynamics.   |



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### Phase 1: Outreach, Promotion & Open House

Goal: Raise awareness, build interest, and attract potential Scouters and youth.

| Task   | Description   | Responsible Roles                    |
|--|---|--------------------------------------|
| Determine Open House date, time, and location  | Confirm venue availability, accessible and visible location, and convenient time for families.                                  | Council, GC                          |
| Create flyer/poster and RSVP link              | Design promotional materials and RSVP form (Google Form or ScoutsTracker) to capture interest.                                  | Council, Admin Support               |
| Print and distribute flyers                    | Print and distribute to schools, libraries, rec centres, and local businesses.  | GC, Volunteers                       |
| Promote via local social media and newsletters | Post to community Facebook groups, email lists, and Scout networks.   | Council, GC                          |
| Email waitlisted families                      | Personally invite waitlisted families from nearby groups.   | GC, Council                          |
| Plan and host engaging Open House              | Organize activities, displays, sign-up sheets, and staff event with volunteers for youth supervision and volunteer recruitment. | All hands on deck for the open house |
| Gather contact info and follow-up              | Collect attendee info and follow up within 48 hours with next steps.  | GC, Council, Admin Support           |

If fewer people: Simplify outreach tasks, opt for a basic open house setup with 2 adults, 1 table, 1 engaging activity.

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## Phase 2: Volunteer Onboarding

Goal: Convert interested adults into registered, trained, and supported Scouters.

| Task                                   | Description  | Responsible Roles          |
|--|--|----------------------------|
| Follow up with volunteer leads         | Contact interested adults within 48 hours, answer questions, and confirm next steps.   | GC, Council, Admin Support |
| Host info session                      | Schedule group info session (virtual/in-person) to explain expectations and roles.   | GC, Council                |
| Send myscouts registration links       | Provide clear instructions for creating accounts and completing screening.   | GC, Admin Support, Council |
| Set up interviews and track onboarding | Schedule interviews, reference checks, and track progress using a simple tracker.  | GC, Council                |
| Weekly/bi-weekly check-ins             | Maintain contact with new volunteers for questions, progress checks, and support.  | Section Mentor/SSC, GC     |
| Organize Section Essentials            | Meet with new Scouters to review program resources, patrols, youth led, PDR, Section Code of Conduct, emergency procedures, etc. before section opening. | GC, Section Mentor/SSC     |

If fewer people: Combine follow-ups, use group sessions for onboarding, and virtual check-ins.

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### Phase 3: Section Logistics

Goal: Prepare for launch by confirming team, schedule, equipment, and communications.

| Task                                     | Description  | Responsible Roles      |
|--|--|------------------------|
| Confirm 4 Scouters per section           | Secure volunteer team ensuring minimum of 2 screened for first meetings. | GC, Council            |
| Determine meeting schedule               | Set regular meeting times and confirm venue availability.                | GC                     |
| Email families about registration        | Send registration and meeting details to families.                       | GC, Admin Support      |
| Ensure registration is open in MyScouts. | Confirm settings and fee structures in MyScouts.                         | Council, GC            |
| Determine and collect equipment          | Identify and gather supplies: first aid kit, program materials, etc.     | Section Mentor/SSC, GC |

If fewer people: Focus on meeting times, registration, and borrowing essential supplies.

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#### Phase 4: Section Launch (Month 4)

Goal: Deliver a strong first meeting and establish group routines.

| Task                                | Description  | Responsible Roles                                 |
|-------------------------------------|--|---|
| Hold a kickoff meeting              | Meet with volunteers to finalize roles, review safety, and plan first meeting.   | GC, Council, Section Mentor/SSC, Section Scouters |
| Run first youth meeting             | Deliver engaging activities, explain program basics, and set group expectations. | Section Mentor/SSC, GC, Section Scouters          |
| Provide orientation to new families | Host short info session for parents on program expectations and volunteering.    | GC, Section Mentor, Section Scouters              |
| Ensure safety and support           | Review emergency procedures and provide extra support.                           | Section Mentor, GC                                |

If fewer people: Pair GC and one experienced Scouters to run first meetings with parent participation.

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### Phase 5: Follow Up & Transition (Months 4–7)

Goal: Support new Scouters for at least 4 months, build confidence, and transition to an independent team.

| Task   | Description   | Responsible Roles                       |
|--|---|---|
| Assign Section Mentor to weekly meetings       | Ensure consistent experienced volunteer presence for at least 4 months. | GC, Section Mentor/SSC                  |
| Support planning and activity delivery         | Assist new Scouters with program planning and weekly activities.        | Section Mentor/SSC, Experienced Scouter |
| Weekly debriefs with GC and new Scouters       | Review program quality and address challenges after each meeting.       | Section Mentor/SSC, GC                  |
| Monitor volunteer engagement and stress levels | Regular check-ins to prevent burnout and provide support.               | GC                                      |
| Communicate with families for feedback         | Survey or informally gather parent feedback on program satisfaction.    | GC, Section Mentor/SSC                  |
| Connect section with Subject Matter Experts    | Introduce teams to specialists for skills training and program support. | Council (optional)                      |

If fewer people: Rotate mentorship weekly or use virtual planning calls.

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### Summary Timeline

| Phase                  | Approx. Timeline |
|------------------------|------------------|
| Outreach & Open House  | Months 1–2       |
| Volunteer Onboarding   | Months 2–3       |
| Section Logistics      | Months 3–4       |
| Section Launch         | Month 4          |
| Follow Up & Transition | Months 4–7       |

Adapt this guide to your Council's volunteer capacity. Focus on clear communication, achievable expectations, and early mentorship support for new Scouters.