



It starts with Scouts.

# Roles and Responsibilities

## Property Support Scouter

**Accountable To:** Property Operations Manager  
**Reporting To:** Property Operations Manager  
**Term:** Appointed annually by the Property Operations Manager  
**Time Required:** 12-20 hours per month (on average)

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### SUMMARY

Working cooperatively with the Property Operations team and individual Property Committees and volunteers, the Property Support Scouter is a trusted volunteer and partner responsible for the successful execution of Scouts Canada's strategic priorities. The ultimate objective of the role is to better support the safety, compliance, financial viability and overall customer experience at Scouts Canada's properties.

The Property Support Scouter provides direct support to properties to ensure that they are 100% compliant, following all standard operating policies and procedures and are fiscally responsible and financially viable. Support will be provided through multiple channels, including telephone, in person, email, and video conferencing.

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### DUTIES & RESPONSIBILITIES

Working in partnership with the Property Operations team, the Property Support Scouter supports the achievement of organizational outcomes by;

#### **Property Support**

- Supporting the implementation of the Scouts Canada Property Standards
- Working with committees to ensure properties are adhering to established policies, procedures and processes
- Identifying opportunities to ensure at least three points of contact (phone calls, site visits, webinars) are made with each property annually
- Working with Property Committees and Property Operations Managers on property transaction submissions and funding requests

#### **Program Support and Customer Service**

- Supporting the development and evaluation of programming elements in conjunction with the Property Committee
- Monitoring feedback and net promoter scores that are received for the property
- Working with the committee when adapting existing programming based on feedback and annual audit

#### **Volunteer Support and Recruitment**

- Playing a key role in the recruitment, selection, appointment and orientation processes for new volunteer Property Committee Chairs
- Working with volunteer Property Committee Chair to ensure that Property Committee members and other volunteers are screened appropriately to their level of involvement
- Ensuring that volunteer succession planning is discussed and considered on an ongoing basis with key property stakeholders
- Acting as a liaison with appropriate council to ensure property volunteers are being recognized through Scouts Canada's outstanding service awards, milestones recognition program and years of service



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## Effective Communication

- Working with national Property Operations team to ensure current contact lists for all properties and advising of updates as required
- Receiving, reviewing minutes and providing feedback where required for property meetings
- Assisting in the development of capital improvement and transaction requests

## Financial Health and Sustainability

- Supporting the national Property Operations Team with property management and financial planning including budgets, setting annual fees and finances
- Participating in regular reviews of property financial statements and communicate with Property Committees when required
- Supporting the development and approval of annual and long-term property budgets
- Supporting Property Committees in the development of business plans which outline short-term, mid-range and long-term goals including operational and capital requirements
- Assisting in the investigation and viability of revenue development opportunities to support approved business plans
- Supporting with advertising and promotions of property usage
- Encouraging and working with properties in the development of new and innovative ideas for their property to support the delivery of Scouts Canada program elements

## Safety and Compliance Leadership

- Role modeling and promoting Scouts Canada's culture of safety
- Bringing energy and excitement to your role every day
- Actively participating in meetings and other opportunities for collaboration
- Fostering the strengthening of a culture of safety amongst the members of the local property teams and committees
- Working with local camp and property committees to ensure safety requirements are met and remain compliant at all open and active properties including completion of all required documentation
- Ensuring all Scouts Canada policies, procedures and guidelines for property use are adhered to by local properties
- Supporting the development and implementation of business cases to remediate concerns as required

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## COMPETENCIES REQUIRED

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### 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 Scouts Canadas 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, welcomes newcomers and promotes a team atmosphere



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- **Role knowledge** – Understands duties and responsibilities, has necessary job knowledge and technical skill, understands Scouts Canada's mission/vision and keeps role knowledge current

## Job Specific Competencies

**Proven success in the following job competencies:**

- A people person with high energy and a passion for motivating, coaching and mentoring others
- Initiative; anticipate needs, devise solutions and achieve results with and through people
- Strong interpersonal and networking skills to build relationships, including the ability to deal with a diverse range of people
- Proven ability to inspire confidence, team effort and leadership in others
- An upbeat, positive attitude
- Outstanding written & oral communications and presentation skills
- Excellent planning, organizational and problem-solving skill
- Professional skills or equivalent experience with one of more of the following
  - Management of a business/team
  - Strategic Operational Planning
  - Property Management
- Demonstrated leadership, organization, communication, planning, problem solving and decision-making skills
- Willing and able to work as a member of a team

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## **QUALIFICATIONS**

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- A passion for Scouts Canada's Mission is essential
- Experience with Scouts Canada and working with volunteers
- Competent Microsoft Office user (Excel, Outlook, Word, PowerPoint) with experience in web-based technology platforms
- Knowledge of business planning and volunteer management approaches
- Knowledge of Scouts Canada's Policies, Procedures, Standards, program and structure
- Registered or ability to become an active member of Scouts Canada
- 18 years old or above