

# Onboarding Record for Council Commissioner & Assistant Council Commissioner



Includes Onboarding Progress Record  
& Arrowhead Honor Award Progress Record

*and*

The Role of the Council Commissioner



# Council Commissioner and Assistant Council Commissioner Onboarding Progress Record

Commissioner Name: \_\_\_\_\_ BSA ID Number: \_\_\_\_\_

## Registration

1. Register as a council commissioner or assistant council commissioner.

Completion Date: \_\_\_\_\_

## Training / Information

2. Complete council commissioner/assistant council commissioner online basic training or the instructor-led basic training.

Completion Date: \_\_\_\_\_

3. Review the information and resources available on [www.scouting.org](http://www.scouting.org) and [www.scouting.org/commissioners](http://www.scouting.org/commissioners), including the current issue of the commissioner newsletter, the awards and recognition section, and the Commissioner Manuals and Resources section, and Journey to Excellence sections.

Completion Date: \_\_\_\_\_

4. Determine the meeting dates of your council's board of directors and its executive committee.

Completion Date: \_\_\_\_\_

5. Obtain an organization chart for your council, including all executive committee and professional staff members.

Completion Date: \_\_\_\_\_

6. Determine the National Service Territory for your Council.

Completion Date: \_\_\_\_\_

7. Identify your NST commissioner and obtain their contact information.

Completion Date: \_\_\_\_\_

## Performance

8. If council commissioner, meet with your scout executive and council president to establish yourself as a member of your council's Key 3. If assistant council commissioner, meet with your council commissioner to identify your responsibilities and the members of your council's Key 3.

Completion Date: \_\_\_\_\_

9. Understand the basic training requirements and continuing education opportunities for each commissioner position.

Completion Date: \_\_\_\_\_

10. If council commissioner, develop an organizational chart for your cabinet. If assistant council commissioner, obtain a copy of the cabinet's organization chart.

Completion Date: \_\_\_\_\_



## Council Commissioner and Assistant Council Commissioner Onboarding Progress Record

11. Identify the strengths and needs of Unit Service in your council.

**Completion Date:** \_\_\_\_\_

12. Determine the number of active commissioners in the council and the number needed to provide effective unit service and engage your district commissioners in developing a recruiting plan.

**Completion Date:** \_\_\_\_\_

13. Review reports available from Commissioner Tools and assess the frequency of unit contacts and development of detailed unit assessments and unit service plans.

**Completion Date:** \_\_\_\_\_

### Continuing Education / Recognition

14. Develop a plan to earn the Arrowhead Honor.

**Completion Date:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_

Coach

### Coach's instructions:

The onboarding coach is responsible to ensure that the new commissioner has completed the prescribed online training or the facilitated in-person training. The coach will review the new commissioner's training record to verify that the online courses listed below have been completed or verify that the new commissioner has attended an in-person training session.

The coach will then review each of the onboarding requirements with the new commissioner and verify their completion by entering the completion date and signing the onboarding progress record.

**When all of the training has been taken and the onboarding requirements have been met, the coach will add the D17 trained code to the new commissioner's training record using the training manager tool in My.Scouting.**



## Council Commissioner and Assistant Council Commissioner Onboarding Progress Record

<b>COUNCIL COMMISSIONER ASSIST. COUNCIL COMMISSIONER</b>	<b>Course Description</b>
SCO_905	Unit Service Concepts- Council Commissioner
SCO_788	Roles of the Council Commissioner
SCO_789	Building the Team
SCO_790	Meetings of the Council Commissioner
SCO_791	Monitoring Unit Service
SCO_774	Commissioner Tools Navigation and Simple Assessments
SCO_775	Detailed Assessments and Unit Service Plan
SCO_792	Commissioner Tools Reports

Revised: June 2022

# **Arrowhead Honor**

## **Progress Record for Council Commissioner/ACC**

**Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Phone/Email:** \_\_\_\_\_  
**District/Council:** \_\_\_\_\_  
**BSA Member ID:** \_\_\_\_\_

***The Arrowhead Honor recognizes proficiency in the contemporary tools and techniques commissioners use to provide effective unit service.***

***Prerequisites for the Arrowhead Honor include:***

- A current Youth Protection Training certificate
- Council Commissioner Basic Training

***Completion Date:*** \_\_\_\_\_

***The commissioner must complete the following in order to demonstrate focus on unit service and participation in continuing commissioner education:***

**Improve the quality of unit service within assigned districts:**

1. Chair a minimum of 6 council commissioner meetings (staff or Cabinet meetings) within a 12 month period. For ACCs: Regularly attend staff meetings scheduled by the council commissioner and actively participate by developing a presentation or training segment for 1 of those meetings.

***Completion Date:*** \_\_\_\_\_

2. For council commissioners: Seek and invite enough assistant council commissioners to support the needs of the council. Create position descriptions as needed.  
For ACCs: Develop SMART goals for your role that address the needs of the council.

***Completion Date:*** \_\_\_\_\_

3. Provide training and support to district commissioners so they are able to effectively seek and invite new commissioners.

***Completion Date:*** \_\_\_\_\_

4. Encourage district commissioners to assign unit commissioners to priority and at-risk units.

***Completion Date:*** \_\_\_\_\_

5. Utilize My.Scouting tools to monitor commissioner assignments, contact stats, detailed assessments and other metrics to ensure effective unit service.

***Completion Date:*** \_\_\_\_\_

6. Ensure that commissioner recognition programs are utilized in the council.

**Completion Date:** \_\_\_\_\_

7. During Cabinet and staff meetings, encourage district commissioners to share best practices on seeking & engaging new commissioners, retaining current commissioners, and mentoring.

**Completion Date:** \_\_\_\_\_

**Support unit growth:**

1. Support council's plans for membership growth.

**Completion Date:** \_\_\_\_\_

**Link unit needs to council operating committees:**

1. Provide district commissioners with a list of council committee chairs, including but not limited to, advancement, program, training, camping, finance and membership.

**Completion Date:** \_\_\_\_\_

**Support timely charter renewal:**

1. Work collaboratively with professional staff to ensure the council has a plan to achieve on time charter renewal.

**Completion Date:** \_\_\_\_\_

**Continuing Education:**

1. Complete the onboarding process with an assigned coach.

**Completion Date:** \_\_\_\_\_

2. Ensure that training opportunities exist for commissioners in your council, including basic training, College of Commissioner Science, Commissioner Conference, Impact Sessions, or another advanced training specifically designed for commissioners.

**Completion Date:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_

Professional Advisor/NST Commissioner/Council Commissioner

**Date:** \_\_\_\_\_

**Recognition Items:**

1. Arrowhead Honor Award certificate (Template available on the Awards and Recognition page of the Commissioner's website at Scouting.org.)

<https://www.scouting.org/commissioners/recognition/>

2. Commissioner Arrowhead Honor emblem (#604940)

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## COUNCIL COMMISSIONER

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### THE ROLE OF THE COUNCIL COMMISSIONER

The role of a council commissioner involves just five things:

- To **envision** what effective unit service in a council will look like and what goals must be accomplished during their term of service to fulfill that vision.
- To **represent** volunteers and Scouts to the council's executive board, executive committee, and its professionals.
- To **recruit** assistant council commissioners and an adequate number of other administrative, roundtable and unit commissioners to provide effective unit service.
- To **retain** commissioners and units (ensuring commissioners are given assignments that fit well with their passion, potential, and priorities and recognizing their achievements and that units receive effective service to support retention).
- To **enable** commissioners to be successful (including ensuring commissioners complete onboarding, and training, are given assignments that are a good match for their passion, potential and priorities, are provided with a clear definition of success and are recognized for their achievements).

### BY THE BYLAWS: THE COUNCIL COMMISSIONER

The role of the Council Commissioner is defined by a local council's bylaws and typically includes:

"The Council Commissioner is responsible for seeing that the unit service function is performed.

The council commissioner shall:

- (a) Supervise the activities of the commissioner staff and preside at regular meetings of district commissioners.
- (b) Lead efforts to recruit an adequate commissioner staff to provide continuing and effective commissioner service for each unit.
- (c) Provide a year-round training program for commissioners in all districts. Conduct an annual commissioner conference.
- (d) Assist district nominating committees in selecting district commissioners as needed.
- (e) Maintain the standards of the Boy Scouts of America, uphold national policies, promote good uniforming, and lead efforts to hold regular roundtable programs in the district.

- (f) Be concerned with proper recognition of unit leaders. Maintain their morale, periodically reporting unit conditions to the Executive Board.
- (g) Help the district commissioners maintain a good working relationship with their respective district executives.
- (h) Maintain procedures to assure maximum on-time unit charter renewal by district commissioner staffs.
- (i) Work with the President to secure the help of committees in meeting unit needs.

The Council Commissioner must be at least 21 years of age and election is subject to approval and issuance of a commission as Council Commissioner by the Boy Scouts of America.

The Council Commissioner serves as a local council representative to the National Council of the Boy Scouts of America during the term of office.”

Council Commissioners should review their local council’s bylaws to ensure they are familiar with their role and responsibilities as council commissioner in particular and as an officer of the council in general.

#### *BY THE BYLAWS: THE COMMISSIONER STAFF*

A local council’s bylaws also provide information about the commissioner staff and typically includes:

“The commissioner staff may be composed of the local council commissioner, one or more assistant council commissioners, district commissioners, assistant district commissioners, roundtable commissioners, and unit commissioners. All individuals selected to serve as commissioners shall be approved by the Council Commissioner and Scout Executive. Each such Scouter shall be 21 years of age or over and upon appointment be approved for and hold through their tenure a commission for such position issued by the Boy Scouts of America.

The council/district commissioner staff shall be selected as required and in such a manner as is in the commissioner manuals of the Boy Scouts of America for the local council's adopted plan of council and district organization, the Rules and Regulations of the Boy Scouts of America, and these bylaws.

Each member of the commissioner staff shall carry out the mission of the position for which commissioned in cooperation with the council’s plan for the delivery of its programs to chartered organizations and community groups and in accord with these bylaws, policies, procedures, and the Rules and Regulations of the Boy Scouts of America.”



## QUICK REFERENCE FOR COUNCIL COMMISSIONERS

### The Council Commissioner

- Is:
  - Leader of all the council's commissioners
  - Top uniformed volunteer
  - Chief morale officer
  - Chief accountability officer (for Unit Service)
  - Representative of council's youth and uniformed volunteers
  - Member of the council:
    - Key 3
    - Executive committee
    - Executive board
    - Other council committees (as appointed)
  - Officer of the local council
  - Local council representative to the National Council
- Enables:
  - Fulfillment of our mission:
    - As commissioners, we share the BSA's mission: To prepare youth to make ethical and moral choices over their lifetimes by instilling in them the values of the Scout Oath and Law.
  - Fulfillment of our vision:
    - Every member of the BSA has a great Scouting experience.
  - Achievement of our objectives:
    - Supporting unit growth and retention through the journey to excellence.
    - Contacting units and capturing in commissioner tools their strengths, needs, and a unit service plan that enables continuing improvement.
    - Linking unit needs to district operating committee and other resources.
    - Supporting timely unit, district, and council charter renewals.
    - Supporting unit leaders by collecting and distributing information, enabling program training, and providing networking opportunities.
  - Achievement of our goals:
    - Enable an increased number of units.
    - Enable the retention rate of units.
    - Enable implementation of a unit service plan through collaborative detailed assessments and an increased number of significant unit contacts.
  - Use of contemporary Unit Service tools and techniques:
    - The Unit Performance Guide Methodology
    - The Unit Key 3
    - The Unit Service Plan
    - Journey to Excellence
    - my.Scouting tools (including Commissioner Tools)
    - Continuous recruiting

- Assigning available resources to the greatest needs
- Ensures:
  - Orienting, training, and onboarding of all new commissioners
  - Continuous training of all commissioners (annual conference, college of commissioner science, commissioner meetings, etc.)
  - Recognition of commissioners
  - Reporting progress toward all Unit Service goals
  - Assessing the commissioner corps and implementing changes as needed
  - Developing succession plans for the commissioner corps

## RELATIONSHIPS

Effective Unit Service is dependent upon building and maintaining relationships. Council commissioners should build strong relationships wherever possible in Scouting, but some are particularly important:

- Council President – the council president and council commissioner are both members of the council’s Key 3. Together (and with the council executive) they are responsible for ensuring all four of Scouting’s functions (Finance, Membership, Program, and Unit Service) are enabling the council to better serve more youth.
- Council Executive – Together (and with the council president) they are responsible for ensuring all four of Scouting’s functions (Finance, Membership, Program, and Unit Service) are enabling the council to better serve more youth.
- Professional Liaison – some councils will appoint a member of the professional staff to support the council commissioner and Unit Service.
- Professional staff members – commissioners and BSA professionals share the “wreath of unit service” in the design of their badge of office, just as they share responsibility for serving units. Council commissioners should strive to build strong personal relationships with professional staff members and seek to enable effective relationships between all volunteers and professional staff members.
- Assistant Council Commissioners – the council commissioner appoints assistant council commissioners to be accountable for key elements of Unit Service. Those may include geographic areas of the council (e.g., service areas), elements of Unit Service (e.g., training, recognition, data analysis and reporting, etc.), and/or special initiatives (e.g., implementation of my.scouting tools, etc.).
- District Commissioners – the council commissioner relies on the district teams to provide effective unit service.
- Area Commissioner – the area commissioner is a council commissioner’s link to the national Unit Service organization and can provide access to current information and a variety of resources.

### *KEY 3 MEMBERSHIP*

The council commissioner should be an active, engaged member of the council's Key 3. In that role, the council commissioner should attend and participate in meetings of the council's Key 3, executive committee, and executive board. It would also be appropriate to serve on other council committees as appointed (examples could include strategic planning, compensation, scout executive selection, etc.).

As the council's chief uniformed volunteer leader, it is appropriate for the council commissioner to attend meetings in uniform.

The role and responsibilities of the council commissioner were identified earlier in this section. The council president and council executive have equally clearly defined roles and responsibilities.

- Council President
  - Top volunteer officer
  - Chair of the council board
  - Officer of the local council
  - Working with the council nominating committee, fills key board and committee openings
  - Sets priorities and objectives consistent with the council's strategic plan
  - Includes major council issues on the council executive board's meeting agenda
- Council Executive
  - Chief executive officer of the local council
  - Corporate secretary for the executive board and committee
  - Director of the council's professional and administrative staff
  - Responsible for executing policy decisions and the council's strategic plan
  - Adviser to the council president and council commissioner

### *BOARD MEMBERSHIP*

As the council's chief uniformed volunteer, the council commissioner is a member of the council's executive board and responsible for representing all uniformed adult volunteers in council matters. However, the council commissioner should not vote from that perspective alone but, rather, use good judgment to vote on all council matters for the good of the council overall.

As noted before, the council executive board president's responsibility is to preside over the council executive board.

There is a difference between the council executive board's governing role and the scout executive's administrative role:

- *Board governance* sets policy and strategy, makes strategic decisions, and oversees implementation.
- *Scout executives* implement policy and strategy as set forth by the board, manage day-to-day operations, and ensure achievement of goals

In summary, the council executive board has three primary roles:

- Policy formulation
- Decision making
- Oversight

There are also three legally-mandated duties of council executive board members:

- The duty of *care and due diligence*  
The board must be knowledgeable of all reasonably available council information and act with appropriate prudence and care. It's not acceptable for a board member to claim lack of knowledge.
- The duty of *obedience*  
Board members must ensure that the council is obedient to its central core purpose as described in its articles of incorporation and to the BSA's mission statement.
- The duty of *loyalty*  
Board members must discharge their duties unselfishly to the benefit of only the council and not their personal interests. This means that board members should:
  - Disclose potential conflicts of interest
  - Avoid competition with the council
  - Refrain from discussing confidential board business with others

### *IT STARTS WITH A VISION*

**Every** council commissioner should have a vision for their term of service: a picture of what success will look like when that term is finished.

A starting point should be our national vision for Unit Service:

*Unit Service will enable units to better serve more youth by providing an adequate number of trained commissioners who provide a link to district operating committee resources in support of a quality unit program.*

A council commissioner's vision should support our national vision **and** be responsive to local needs.

Council commissioners should strive to identify three to four short term goals within 30 days of assuming the position. Those may focus, for example, on starting to build key relationships, reviewing available data on current Unit Service performance for the council and its districts, and soliciting feedback from Key 3 members and professional liaison regarding perceived strengths and needs of Unit Service.

Following that, council commissioners should seek a deeper understanding of the current strengths and needs of Unit Service in the council and use that to develop a vision for their term of service. District commissioners should be encouraged to develop corresponding vision statements that are supportive of the council commissioner’s vision and also responsive to local district needs. SMART goals should be established to enable fulfillment of vision statements.

Council commissioners should strive to establish vision statements within 90 days of assuming the position.

## RESOURCES

- Getting Started as a Council Commissioner – Council Commissioner Basic training in the BSA Learn Center – The First 90 Days
  - <https://my.scouting.org/>
- Recruiting Commissioners
  - <https://www.scouting.org/wp-content/uploads/2018/07/Recruiting-Commissioners-FINAL.pdf>
- Commissioner Awards and Recognition
  - <https://www.scouting.org/wp-content/uploads/2018/07/Commissioner-Awards-and-Recognition-FINAL.pdf>
- Unit Service Plan
  - <https://www.scouting.org/wp-content/uploads/2018/07/The-Unit-Service-Plan-FINAL.pdf>
- Self-Assessment of Commissioners
  - <https://www.scouting.org/wp-content/uploads/2018/07/Self-Assessment-of-Commissioners-FINAL.pdf>
- Orientation, Onboarding, and Training Commissioners – BSA Learn Center
  - <https://my.scouting.org/>
- Journey to Excellence Scorecards
- Journey to Excellence Tracking Workbooks
  - <https://www.scouting.org/awards/journey-to-excellence/>
- Using Commissioner Tools – BSA Learn Center
  - <https://my.scouting.org/>
  - **Key Segments:**
    - *Accessing Commissioner Tools*
    - *The Units Tab*

- *Simple Assessments*
- *Entering a Unit Contact*
- *Unit Assessment Scoring Matrix*
- *The Detailed Assessment for Commissioners*