

POSITION DESCRIPTION

Director of Field Service

Cascade Pacific Council

Scouting America

Portland, Oregon

FLSA Status Exempt	Department Field Service	Reports To Scout Executive / CEO	Council Cascade Pacific Council	Salary Range \$109,000 – \$130,500 DOE
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POSITION SUMMARY

The Director of Field Service exists to ensure that every young person served by Cascade Pacific Council has access to a healthy, growing, well-supported Scouting program delivered through outstanding volunteers and professionally guided field operations.

The Director of Field Service is responsible for ensuring that sufficient healthy units exist to receive, retain, and serve those youth through new unit development, volunteer leadership, and unit quality.

This position leads a team of district professionals, serving as a coach, mentor, and developer of field staff. The Director of Field Service serves as the designated staff advisor to the Council Commissioner and the Commissioner Corps, partnering with volunteer leadership to ensure unit health and program excellence across all districts.

As a member of the Council Leadership Team, the Director of Field Service contributes to council-wide strategic planning, organizational development, and operational decision-making, ensuring that field operations are aligned with the council's mission, strategic priorities, and long-term sustainability.

KEY PRIORITIES & RESPONSIBILITIES

1. Leadership, Development & Continuing Education of Young Professional Scouters

- Directly supervise, coach, and mentor District Executives and other assigned field professionals, fostering a culture of continuous learning and high performance.
- Conduct annual performance evaluations and establish individual development plans for assigned professionals, maintaining clear standards of professional accountability.
- Establish individual and team goals aligned with council strategic objectives; monitor progress and hold staff accountable to measurable outcomes.
- Conduct regular one-on-one and team development sessions focused on professional skill-building, Scouting knowledge, and career growth.
- Coordinate and facilitate participation in Scouting America professional development programs, including Wood Badge, Scouting University Professional Development courses, and other national and regional training offerings.
- Identify emerging talent within the district executive corps and develop succession and advancement pathways aligned with council and national workforce needs.
- Model professional excellence, ethical leadership, and the values of Scouting America in all interactions with staff, volunteers, and community partners.
- Collaborate with the Scout Executive/CEO to build and sustain a positive, mission-focused professional culture within the Field Service team.

2. Community Partnerships

- Build, cultivate, and maintain strategic relationships with schools, faith organizations, civic groups, businesses, and community leaders to expand Scouting's presence and reach.

- Develop partnerships with governmental entities including school districts, county governments, parks departments, and public safety agencies to support program access and community integration.
- Represent Cascade Pacific Council at community events, coalition meetings, and public forums to raise awareness and strengthen the council's profile as a youth-serving organization.
- Develop and steward formal partnership agreements with community organizations that support unit chartering, program delivery, and membership recruitment.
- Collaborate with chartered organization representatives to ensure healthy, sustainable unit environments that meet the needs of youth and families.
- Engage diverse communities and underrepresented populations to expand access to Scouting programs across the council's geographic and demographic landscape.

3. Unit Program Quality & Unit Growth

- Ensure that all units within the council's districts deliver Scouting programs that are consistent with Scouting America's approved program standards, methods, and practices.
- Ensure regular professional and commissioner engagement with every unit, coordinating joint responsibility between district executives and the Commissioner Corps for unit health visits and follow-up.
- Drive measurable growth in the number of units and communities served by Cascade Pacific Council, with a focus on establishing new units in underserved and underrepresented areas.
- Develop and implement strategies for new unit formation, including identification of prospective chartered organizations, cultivation of community interest, and facilitation of unit organization.
- Collaborate closely with the Director of Membership Growth to provide field-level support and unit infrastructure for membership recruitment campaigns, ensuring units are prepared to receive and retain new youth members.
- Monitor, analyze, and communicate Council Dashboard performance indicators — including membership growth, unit growth, unit retention, youth retention, volunteer recruitment, commissioner coverage, leader training, and youth protection compliance — to guide field priorities and continuous improvement.
- Ensure each district operates through an effective District Key 3 partnership; monitor district operating plans and support district committees in delivering finance, membership, program, and unit service objectives.
- Participate in the development and implementation of the Council Strategic Plan, translating board priorities into field operations and measurable outcomes.
- Maintain a documented track record of unit growth and program quality improvement across assigned districts.

4. Council Commissioner & Commissioner Corps Staff Advisor

- Serve as the designated staff advisor to the Council Commissioner, providing professional guidance, administrative support, and strategic partnership to advance the goals of the Commissioner Corps.
- Support the recruitment, training, and retention of Unit Commissioners, Assistant District Commissioners, and other Commissioner volunteers across all districts.
- Facilitate Commissioner training opportunities, including Commissioner Basic Training, Commissioner College, and Commissioners at Wood Badge, ensuring a skilled and engaged corps.
- Partner with the Council Commissioner to maintain a robust Commissioner-to-unit ratio and ensure every unit has access to regular, meaningful Commissioner service.
- Support effective use of Commissioner Tools, unit health assessments, and council dashboards to drive timely and targeted unit support.
- Coordinate Commissioner meetings, roundtables, and recognition events in collaboration with volunteer leaders.
- Leverage Commissioner contacts and relationships to support unit health assessments and early intervention for struggling units.

5. Membership, Recruitment & Retention

- Support council membership campaigns in collaboration with the Director of Membership Growth, ensuring field operations and unit readiness align with fall and spring recruiting priorities.
- Develop new markets and identify communities where Scouting is not currently present, with a focus on sustainable unit formation and long-term membership growth.
- Strengthen youth retention by supporting unit program quality, timely recharter, and consistent volunteer leadership in every unit.
- Strengthen relationships with schools and educational institutions to expand awareness of Scouting and increase access for youth.
- Track and report on youth recruitment, retention, and unit renewal metrics as part of regular field performance reporting to the Scout Executive.

6. Volunteer Recruitment & Retention

- Implement a systematic approach to volunteer recruitment, onboarding, recognition, and retention that sustains robust district and unit volunteer pipelines.
- Partner with district Key 3 leadership (District Chair, District Commissioner, and District Director/Executive) to build and sustain effective volunteer infrastructure.
- Identify, cultivate, and place volunteers in leadership roles aligned with their skills, interests, and availability.
- Foster a culture in which volunteers feel valued, respected, and empowered to deliver the Scouting program.
- Design and support meaningful volunteer experiences that reflect Scouting's values and promote long-term engagement.
- Oversee volunteer recognition efforts at the district and council levels, ensuring timely and appropriate acknowledgment of service.
- Address volunteer concerns and conflicts promptly and professionally, maintaining healthy working relationships across all levels of volunteer leadership.
- Understand and support the council's Nominating Committee structure, ensuring that volunteer leadership pipelines are aligned with governance needs and that key district and council roles are filled through a deliberate, structured nomination process.

7. Governance Understanding & Compliance

- Ensure field operations consistently reflect Scouting America's national policies, bylaws, rules and regulations, and local council governance structures.
- Maintain working knowledge of Cascade Pacific Council's local bylaws, standing rules, and board-approved policies, ensuring all field operations align with council-adopted governance standards.
- Ensure full compliance with BSA charter requirements, youth protection policies, background check procedures, and all applicable legal and regulatory standards.
- Support council Board and committee governance by preparing timely reports, facilitating volunteer-professional partnerships, and providing accurate program and membership data.
- Work collaboratively to support the council's current priority of exiting conditional charter status through demonstrated membership growth, fiscal responsibility, and governance excellence.
- Ensure all units and districts maintain current charters, trained leadership rosters, and compliance with Scouting America quality standards.

MEASURES OF SUCCESS

The Director of Field Service will be evaluated against measurable indicators that reflect the health and growth of field operations. Key measures include:

- Growth in the number of traditional and non-traditional units
- Growth in youth membership

- Unit retention and on-time unit renewal completion
- Commissioner-to-unit ratio and unit health indicators
- Volunteer recruitment and retention rates
- Leader training completion rates
- Youth Protection compliance
- Professional staff development and retention
- Community partnerships established
- Progress toward Council Strategic Plan objectives

QUALIFICATIONS

Required

- Bachelor's degree from an accredited college or university.
- Minimum of five (5) years of professional Scouting experience or equivalent experience in nonprofit management, community development, or a related field.
- Demonstrated success in leading teams, managing volunteers, and executing multi-faceted programs or campaigns.
- Strong written and verbal communication skills; ability to represent the council to diverse audiences.
- Proficiency with standard office technology and willingness to learn council-specific platforms.
- Valid driver's license and ability to travel throughout the council's service area.
- Must meet Scouting America membership standards and successfully complete all required background screenings.

Preferred

- Previous experience as a District Director, Field Director, or equivalent senior field professional role in a Scouting America council.
- Completion of Scouting America professional development credentials, including the Professional's Circle Award, all Scouting University District Operations or Professional Development courses, Senior Leadership Essentials, and Managing Performance.
- Experience managing budgets, financial reporting, and donor cultivation in a nonprofit setting.
- Familiarity with Pacific Northwest community landscape and stakeholder networks.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

This position requires frequent travel throughout the Cascade Pacific Council service area, including evening and weekend work to support volunteer meetings, events, and community activities. The Director of Field Service must be able to work independently and as part of a collaborative team, manage competing priorities, and maintain professionalism under pressure. Reasonable accommodation may be made for individuals with disabilities.

Cascade Pacific Council • Scouting America • Equal Opportunity Employer

This position description is intended to describe the general nature and level of work performed. It is not an exhaustive list of all responsibilities, duties, and skills required.