



New Family Helper Position Description

Position Overview

The New Family Helper serves as the primary point of contact for all new Scouting families during their first 90 days in the Pack. Their responsibility is to ensure every new family feels welcomed, informed, connected, and engaged so they become active participants in the pack. The New Family Helper focuses on retention rather than recruitment.

Reports To

Committee Chair

Works Closely With

Cubmaster, Committee Chair, Den Leaders, Membership Chair, and Unit Commissioner.

Primary Responsibilities

- Welcome new families within 48 hours of registration.
- Help families through their first 90 days.
- Help families build relationships.
- Promote participation in meetings and activities.
- Monitor engagement and follow up with families who may be disengaging.

Qualifications

- Friendly and approachable
- Organized and dependable
- Patient and encouraging
- Strong communicator
- Enjoys helping people

Time Commitment

Attend Pack meetings regularly and communicate with new families as needed.
Approximately 2–4 hours per month, depending on Pack growth.

Measures of Success

- New family retention
- Attendance at meetings
- Participation in activities
- Parent engagement
- Positive family experiences

Keys to Success

A successful New Family Helper ensures every new family knows what happens next, knows someone in the Pack, and feels that someone would notice if they stopped attending.

Position Vision

The New Family Helper helps transform a new registration into an ideal Scouting experience by ensuring every family feels welcomed, supported, and connected from their first day in the Pack.