

Memorandum of Understanding

For volunteers who work directly with families

This agreement is between the Youth Success Movement and the volunteer named at the end of this document. It sets out what the role involves, what is expected, and the rules that are not negotiable. Please read it properly rather than skimming it. If anything in it is unclear or you disagree with it, raise that with your Village Leader before you sign.

The role I am taking on

- ☐ Family Ambassador — guiding up to ten families through the Movement's process
- ☐ Training Ambassador — supporting students through the cognitive training program
- ☐ Mother Mentor — walking beside a new mother in my village

All three roles work directly with families, and all three are governed by the same rules below.

What I am committing to

Time	The hours my role requires, consistently. Family Ambassador: 2–5 hours a week. Training Ambassador: 3–6 hours a week. Mother Mentor: 1–2 hours a month.
Term	At least one year. Families are not well served by changing hands every few months, and I understand that leaving early has a cost that falls on them.
Contact	Weekly contact with each family I am assigned, every week, by phone, text, or email.
Meetings	Attending the Ambassador team meetings my village holds.
Records	Keeping each family's record current — a line or two, weekly.
Honesty	Telling my Village Leader promptly when I am struggling, out of my depth, or unable to keep up with the role.

Before I begin

I understand that I may not be assigned to any family until all three of these are complete:

1. I have completed the orientation and training for my role.
2. I have passed a background check arranged by the Movement or my chapter.
3. I have signed this agreement.

There are no exceptions to this, regardless of how well I am known in the community or how short-handed my village may be.

Confidentiality

In this role I will learn private things about families — how a child is doing, what a household is struggling with, and things told to me in confidence. I agree that:

1. I will not share any information about a family or a student with anyone outside the Movement without that family's permission. This includes other families in my village, my own family and friends, and social media.
2. Within the Movement, I will share information only with my Village Leader, and only as much as the situation requires.
3. I will not photograph, record, or post about a family or a child without their explicit permission.
4. I will keep any family records, logins, and materials secure, and will not leave them where others can see them.
5. These obligations continue after I leave the role, permanently.

The one exception is a concern about a child's safety. See Safety below.

Boundaries

These rules exist to protect the families I work with, to protect me, and to protect the Movement. I agree that:

1. I will not meet one-on-one with a student. Contact is with the family. The only exceptions are where I already had a close relationship with that family before joining, or where the meeting is in a supervised group setting. If I am unsure whether a situation qualifies, I will treat it as though it does not and ask my Village Leader.
2. I will not diagnose, treat, prescribe, or offer medical, psychological, or legal advice — not formally, not casually, and not when a parent asks me to.
3. I will not promise outcomes, timelines, or results for any child.
4. I will not accept money, gifts, or payment from a family, and I will not offer or sell services to families I work with in this role.
5. I will not use my access to families to promote a business, a political position, a religious position, or any other organization.
6. I will not transport a student in my vehicle in connection with this role.
7. I will keep my own limits, including the hours I am reachable, and I will not present myself as available at all hours.

Assessments and results

Some of the Movement's tools are hosted in our own systems, which means I may be able to see that a family completed a questionnaire or screening, and may see the result. I understand and agree that:

1. Everything the Movement uses is informational. None of it is a diagnosis, and I will never describe it as one.
2. Being able to see a result does not qualify me to interpret it. I will not score, interpret, or explain what any result means about a child.
3. For the questionnaires a family completes on their own — including the adverse childhood experiences questionnaire — my role is to make it available, explain why it matters, and provide referral information. I will not administer it, and I will not raise the result with the family unless they raise it with me first.
4. When a result suggests something worth looking into, I will say that it is worth checking and help the family reach a qualified professional. I will not say what it means.

Safety

Some things are not mine to handle alone, and handling them alone would put a family at risk.

1. If I have any reason to believe a child is being harmed or is unsafe, I will contact my Village Leader immediately and follow the reporting obligations that apply where I live. I will not investigate it myself.
2. If a parent or child talks about harming themselves, I will stay with them, direct them to emergency help, and contact my Village Leader immediately.
3. If a family's circumstances become unsafe or unstable — housing lost, no food, violence at home — I will pause the academic work and tell my Village Leader the same day.
4. I understand that I may have mandatory reporting obligations under the law where I live, independent of this agreement, and that this agreement does not replace them.

Asking for help is never held against you.

Nothing in this agreement is intended to make a volunteer hesitate to raise a concern. If you are unsure, tell your Village Leader. Being wrong about a worry costs nothing. Staying quiet about a real one can cost a great deal.

What the Movement provides me

In return for the commitment above, the Movement agrees to:

1. Provide the orientation and training my role requires before I am assigned to a family.
2. Arrange and pay for the background check.
3. Give me the tools, logins, and current instructions I need, and set up the access that lets me see how a student is doing.
4. Provide a Village Leader who is reachable and who responds within a reasonable time.
5. Take on the situations that are beyond my role, so that I am not left carrying them.
6. Not assign me more families than I have agreed to take, and not assign families faster than I can properly welcome them.
7. Treat my time as valuable and my contribution as real.

Volunteer status

I understand that this is a voluntary, unpaid role. This agreement does not create an employment relationship, and I am not an employee, agent, or contractor of the Youth Success Movement. I am not entitled to wages, benefits, or compensation for my time, and expenses are reimbursed only where agreed in advance.

I understand that I do not speak for the Movement publicly or represent it to schools, agencies, or media unless my Village Leader has asked me to.

Ending this agreement

Either side may end this arrangement at any time and for any reason.

1. If I need to step back, I will give my Village Leader as much notice as I reasonably can, so my families can be handed over properly rather than dropped.
2. I will hand over the record for every family I have been working with, so nothing important is lost.
3. I will return or delete any family information and materials in my possession.

4. The Movement may end this arrangement immediately if the rules in Confidentiality, Boundaries, or Safety are broken.
5. My confidentiality obligations continue after this agreement ends.

Acknowledgment

I have read this agreement. I understand what the role involves and what is expected of me. I understand which parts are not negotiable, and I agree to them.

I understand that the families I will work with have often been let down before, and that the most valuable thing I can offer them is simply to keep showing up.

Printed name

Signature

Date

Email

Phone

Village

Chapter

Village Leader — printed name

Village Leader — signature

Date

For the Village Leader's records

- ☐ Orientation and role training completed
- ☐ Background check completed and cleared
- ☐ Tool access and logins issued, and confirmed working
- ☐ Escalation path explained
- ☐ Signed agreement filed
- ☐ Caseload agreed — number of families and start date