



Volunteer's handbook

Helsinki

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We look forward to having you volunteer for the City of Helsinki!



The city offers a wealth of opportunities for participating in volunteer work. Volunteer work supplements the services offered by the city and is based on the volunteer's own motivation. Volunteering is often also meaningful and empowering for the person doing it and works to prevent social exclusion and alleviate feelings of loneliness.

At the City of Helsinki, we define volunteer work as follows: volunteering refers to unpaid activities performed by individuals for the good of individual people, the environment and communities, based on their own free will and motivation. Volunteering promotes participation and living a good life.

This handbook takes you through the basics and guidelines of volunteering. Our staff will be glad to help you. Thank you for participating in volunteering!

Volunteering development experts, City of Helsinki



How to take part

It is easy to get involved. You can contact the operator that you wish to volunteer for directly or attend the volunteering basics course, which we recommend to everyone. You will be familiarised with the activity by a volunteer instructor or some other contact person in charge. They will also provide you with other types of support when necessary. Depending on the activities, volunteers may also participate in meetings, additional training and recreational activities. Your contact person will provide you with further information on these.

For more information on volunteer work courses and lectures, **visit our website** or **subscribe to our newsletter** (see page 12 for more information).

You can also complete the volunteering basics course independently on **the Helvi website** (<https://helvi.hel.fi/vapaaehtoistoiminnan-perusteet-todistus/>). After the course, you will receive a certificate of having completed the volunteering basics course, which you can save and use later.

You can contact the volunteering development experts for tips on volunteer tasks suitable for you.

Many ways of doing volunteer work

The diverse range of volunteer activities offered by the City of Helsinki differ in content, level of commitment and target group. As a volunteer, you can create meaningful relationships and play an important role in another person's life by acting as a support person or family, attending a peer group or being a lived experience expert. You can also work in the urban environment in libraries, playgrounds, family houses or youth centres, with the elderly, in Helsinki's community houses or in mediation activities. You can also think of some volunteer activities yourself and have your say on the content of the activities.



Principles of volunteering

- voluntariness and work without pay
- confidentiality and the obligation of secrecy
- reliability and commitment
- equality and reciprocity
- tolerance and equality
- participation and communality
- relevance and agency
- commitment to the values, instructions and principles of volunteering issued by the City of Helsinki
- commitment to instructions and to respecting those who receive help through volunteering
- the right to support and guidance
- the joy of activity

A volunteer is not an employee of the City of Helsinki.

Volunteer's rights and obligations

Volunteers have the right to:

- choose a task that is suitable for them
- commit for the time of their choosing
- decline tasks offered
- move on to other tasks
- receive familiarisation and guidance
- receive support and instructions
- receive information on whom to contact in case of problems
- participate in training and meetings
- receive and provide feedback
- be insured
- draw joy and energy from volunteering



Volunteers have the obligation to:

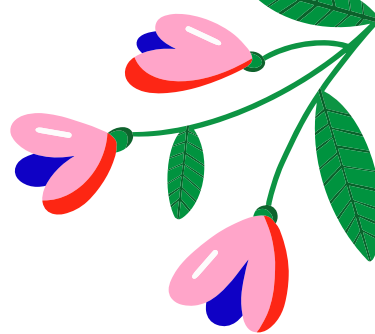
- commit to confidentiality
- adhere to the values, instructions and principles of the City of Helsinki
- follow the safety instructions of the place of volunteering
- act in a tolerant manner and respect everyone's self-determination
- keep appointments and promised commitments
- act as a volunteer, not work as an employee
- be intoxicant-free
- notify staff of any shortcomings, vandalism or other concerns (e.g. customers needing help or vandalism of an environmental site, etc.)
- notify the relevant parties if you want to stop volunteering

In case of acute illness, a volunteer should stay at home and start volunteering again when healthy. Inform the instructor or the person responsible for the activities of your illness or other impediment.





Agreement and insurance



The party organising volunteer activities chooses suitable volunteers and familiarises them with their tasks. Anyone participating in volunteer activities organised by the City of Helsinki must sign a written agreement on participating in volunteering and thus commit to adhering to any instructions and regulations issued by the City of Helsinki and to respecting the city's values. The volunteer work agreement contains a confidentiality and data protection commitment which remains valid even after the volunteer activities have ended.

The City of Helsinki has taken out collective accident insurance for volunteers, which is valid during volunteer work and any travel directly to and from it. The insurance only covers medical treatment expenses incurred by public health care, e.g. health centre, outpatient clinic and hospital fees as well as any medicine expenses connected to accidents and necessary and reasonable travel expenses. Your volunteer contact person will provide you with further information on the insurance policy.

Additional information and contact details

Culture and Leisure Division, Development Services,
volunteer activities

09 3106 4884 | 09 3104 6940 | 09 3103 7147

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Contact details of your dedicated instructor

Name:

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