



POLYTECHNIC INSTITUTE OF LEIRIA'S VOLUNTEER HELP GUIDE

INDEX

INTRODUCTION	02
1. VOLUNTEERING	03
2. VOLUNTEER EXCHANGE	03
3. PRINCIPLES OF VOLUNTEERING	04
4. TYPES OF VOLUNTEERING	05
5. BEING A VOLUNTEER	06
6. RIGHTS OF THE VOLUNTEER	07
7. DUTIES OF THE VOLUNTEER	08
8. COMMITMENTS OF THE VOLUNTEER	10



The Polytechnic Institute of Leiria's Volunteer Help Guide serves as an informative and welcoming manual for volunteers.



INTRODUCTION

The Polytechnic Institute of Leiria is a higher education institution dedicated to education, training, research, and innovation, which contributes to the sustainable development of our territory, forming active citizens for the future, teaching with social relevance, and, when in addition to technical-scientific knowledge, holds capacity for critical reflection, creativity, culture, ethics, innovation, and the constant search for excellence. In this way, our social responsibility towards the community in which we operate is to contribute to improving the quality of life and well-being of the academic community and the entire community surrounding the Polytechnic Institute of Leiria, committed to the values of quality and sustainability, responsibility and ethics, solidarity, and inclusion.

Aware of the immense challenges we are faced with in today's world, being attentive of other people's needs and attempting to meet them, constitutes, by itself, a high social commitment and collective perception, allowing us to amplify our comprehension of the inequities present in society. The practice of volunteering is a crucial component in the structuring of our society, therefore making it important to boost volunteering actions and encourage the presentation of proposals for carrying out actions of this nature.

It is with this understanding and based on the legislation on volunteering and the principles on The Universal Declaration on Volunteering, that we've made an effort to construct this Volunteer Help Guide, seeking to make it a guiding document for the volunteering activity of the academic community of the Polytechnic Institute of Leiria.

Leiria, April of 2023



The President of the Polytechnic Institute of Leiria
Carlos Rabadão





1. VOLUNTEERING

VOLUNTEERING promotes the involvement of citizens in solving their problems and needs, making them the protagonists of the social transformations of their community. Volunteering plays an essential role in reinforcing social cohesion, as it contributes to the development of the volunteers' social skills and to the enrichment of the practices of entities that promote volunteering, and to the promotion of citizenship among the participating subjects.

Volunteering is at the service of individuals, families, and communities, promoting improvements in the quality of life and social well-being of communities, translating into a set of actions developed altruistically, through actions/initiatives, projects, or programs capable of integrating volunteers.

2. VOLUNTEER EXCHANGE

The Volunteer Exchange aims to be a virtual meeting space (<https://www.ipleiria.pt/inovar/mais-plural/voluntariado/>) for people who are part of the academic community of the Polytechnic Institute of Leiria, interested in being volunteers, and who offer their availability to provide a set of actions inherent to the condition of active and solidary citizenship, and the promoting organizations themselves.

In this Volunteer Exchange, volunteers will be able to find volunteering initiatives to develop their action. The purpose of this volunteer exchange is to:

- Encourage and promote the practice of volunteering in the academic community of the Polytechnic Institute of Leiria and on behalf of the community;
- Promote a match between supply and demand for volunteering, using the Politécnico de Leiria Transforma platform (<http://leiria.hom.transformportugal.click/>) whenever possible;
- Train the volunteers;
- Publicize volunteer projects and opportunities.

3. PRINCIPLES OF VOLUNTEERING

Freedom, equity, and pluralism in the exercise of active citizenship;

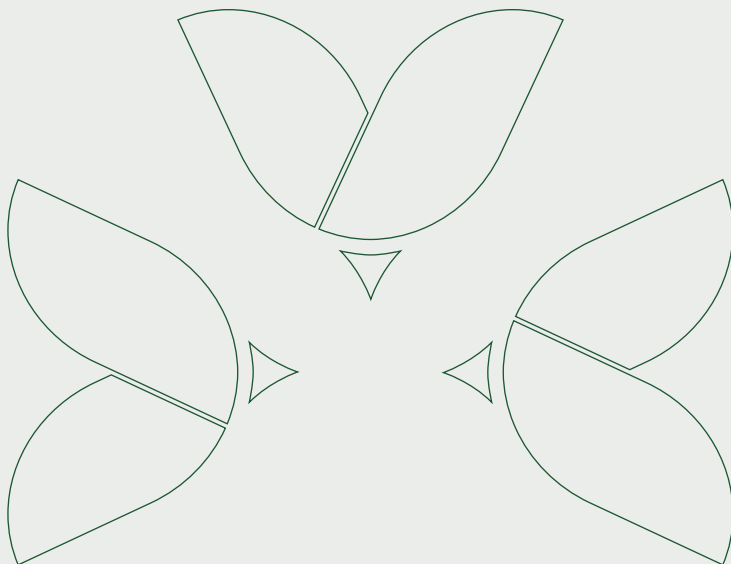
Responsibility for activities carried out with recipients;

Participation in activities to be carried out by the promoting organization in the application of the Volunteer Program (Article 9 of Law No. 71/98);

Free exercise of the activity, but without being burdened with the resulting expenses;

Complementarity with the activity of professionals, without replacing them;

Convergence and harmonization with the interests of the recipients of the action and with the culture and values of the promoting organizations.





4. TYPES OF VOLUNTEERING

Regarding the type of volunteering, it may depend on the Context of **Activity**, the Geographical Dimension, the Areas of **Activity**, and the Time Scale. **We have:**

Regarding the Context of **Operation**:

- **Formal:**
carried out within an organization
- **Informal, spontaneous:**
performed on an individual basis

Regarding the Geographical Dimension:

- **National:**
in the volunteer's country of **habitual** residence
- **International:**
outside the volunteer's country of **habitual** residence

Regarding the Areas of **Activity**:

- Human Rights
- Social Exclusion
- Education and literacy
- Protection of animals or the environment
- Urban or heritage rehabilitation
- Sports
- Among others

Regarding the Time Scale:

- **Long duration:**
action continued over time
- **Short duration:**
sporadic or single episodes

5. BEING A VOLUNTEER

VOLUNTEER is a person who provides unpaid services in a promoting organization, in a free, disinterested, and responsible way, in their free time. To be a volunteer is to freely assume the commitment to share your human contact and your goodwill in carrying out volunteer projects, according to your own skills and free time, and for the well-being of others, performing undifferentiated tasks assisted by professionals who work in institutions .

A VOLUNTEER must have the following characteristics:

- Show a sense of responsibility;
- Show capacity to commit;
- Show emotional and psychological stability;
- Show free decision taking based on personal and social motivations;
- Possess time availability;
- Possess the ability to adapt and learn;
- Recognize and respect the functioning of the organization;
- Recognize the limits of your action and accept guidelines;
- Reveal a spirit of solidarity;
- Reveal aptitudes and competences for the activity, despite not implying technical expertise.

According to the National Commission for the Promotion of Volunteering, acting as a volunteer is having an ideal ~~to do~~ good, which is based on a relationship of solidarity.



Before becoming a volunteer, you should think about:

- Why volunteer?
- Expectations as a volunteer: what will you give and what will you receive?
- Which areas of intervention do you most identify with?
- How much time do you have available?

Volunteering is not:

- A relatively uncommitted activity, that is, “when I feel like it, I go, and when I don’t feel like it, I don’t go”.
- The replacement of a human resource/employee of an organization.

6. RIGHTS OF THE VOLUNTEER



According to **Article 7 of Law No. 71/98**, of November 3, volunteers have the following rights:

- Develop work, according to their knowledge, experiences and motivations;
- Have access to initial and continuous training programs;
- Receive support in the performance of their work with monitoring and technical evaluation;
- Have a favorable work environment with hygiene and safety conditions;
- Participate in decisions that concern their work;
- Be recognized for the work they develop with accreditation and certification;
- Agree with the promoting organization on a volunteering program, which regulates the terms and conditions of the work they will carry out.

7. DUTIES OF THE VOLUNTEER

According to **Article 7 of Law No. 71/98**, of November 3, volunteers have the following duties:

To recipients:

-  Respect the private life and dignity of the person;
- Respect ideological, religious and cultural convictions;
- ~~Keeping confidential matters confidential;~~
- Use common sense in resolving unforeseen matters, informing those responsible;
- ~~Act free of charge and with interest, without expecting compensation or equity compensation;~~ 
- Contribute to the recipient's personal and comprehensive development;
- Guarantee the ~~regularity of the exercise~~ of voluntary work.

To the promoting organization:


- Observe the principles and norms inherent to the activity, depending on the domains in which it operates;
- Knowing and respecting how the organization ~~functions and its statutes, as well as the rules of the respective programs and projects;~~
- Act diligently, impartially and in solidarity;
- Ensuring the good use of the goods and means at ~~your~~ disposal;
- Participate in training programs to improve ~~your~~ performance;
- ~~Resolve~~ conflicts in the exercise of volunteer work;
- Not assume the role of representative of the organization without its knowledge or prior authorization;
- Properly use identification as a volunteer in the exercise of their activity;
- Inform the promoting organization as soon as possible whenever you intend to interrupt or cease volunteer work.



To the professionals:

- Collaborate with the professionals of the promoting organization, enhancing their performance in the scope of information sharing and ~~in accordance with~~ the technical guidelines inherent to the respective field of activity;
- Contribute to the establishment of a relationship based on respect for the work that each one is responsible for developing.

To the other volunteers

- Respect the dignity and freedom of other volunteers, recognizing them as peers and valuing their work;
- ~~creating~~  teamwork, contributing to good communication and a pleasant work environment;
- Facilitate the integration, training, and participation of all volunteers.

To society:

- Foster a culture of solidarity;
- Disseminate volunteering;
- ~~Knowing~~ the sociocultural reality of the community where they develop their volunteer activity;
- Complement the social action of the entities of which they're part of;
- ~~Convey the values and ideals of volunteer work with your actions.~~



7. COMMITMENTS OF THE VOLUNTEER

Considering that voluntary work does not result from a subordinate relationship, nor does it have financial counterparts, expressing itself in the free exercise of citizenship, it can only take place within a framework of autonomy and pluralism based on the principle of social responsibility. In this way, the **volunteer** commits to:

- The importance of choosing a service that unites an organization's needs with their skills and personal taste;
- A verbal or written commitment is not a contract;
- Commitment is different from involvement;
- The assumed commitment must be faced with great responsibility, as it involves other people's expectations;
- The meeting of wills and mutual accountability;
- The commitment ~~assumed~~ is to be ~~fulfilled~~.

The **COMMITMENT** ~~assumed~~ between the parties must be based on the Volunteer Program², where the relations between the volunteer and the promoting organization are placed, being thus agreed between both the accomplishment of the voluntary work (Volunteer Program): **THE COMMITMENT**.

² Law n.º 71/98, of November 3rd - Bases of the legal framework of volunteering.

Decree-Law n.º 389/99, of September 30th - Regulates Law n.º 71/98, of November 3rd, which established the bases of the legal framework of volunteering.

Resolution of the Council of Ministers n.º 50 (2nd series), of March 30, 2000 (published in D.R., II series, n.º 94, of April 20) - Defines the composition and functioning of the National Council for the Promotion of Volunteering.

