Abstract

The topic of this diploma thesis is the qualification and personality profile of the job title - methodology specialist in the social services in the Czech Republic.

The theoretical part of this work describes the quality of social services because their setting, evaluation and management are in the spotlight during last few decades. This work deals with the law on social services and with social services quality standards which are the benchmark of quality for these services. The job title methodology specialist in social services is described in detail in the chapter describing social services workers. Conclusion of the theoretical part of this work highlights the importance of human resources for the organization and the importance of the job title description.

The practical part of this work is aimed on mapping of competency and personality profile of the job title of current methodology specialists in social services. There are used qualitative research methods specifically semi structured interviews with employees who work in this position. The analysis of gained information gives answers to research questions and creates a picture of competency and personal profile of methodology specialist in the social services field.

Key words: Quality, social services, methodology specialist, quality standards, competency and personal profile, job title