

ABSTRACT

This diploma thesis deals with the role, position and profession development of quality managers in the social service of personal assistance. It describes the emergence of this role in the context of the development of legislation in the Czech Republic and its changes after the entry into force of Act No. 108/2006 Coll. on social services, which regulates their provision. It reveals the importance of the quality manager's role in the personal assistance service from the point of view of its directors, social and management staff and quality managers, in context with the requirements for its fulfilment. Based on interviews with participants, the research identifies the role of the quality manager as a "quality teacher", a "motivator" and a "protector". The author also briefly deals with the stories of quality managers and their experience from methodological practice. Furthermore, the research shows the possibilities of grasping the quality manager's position in the organization, the preconditions for its fulfilment and aspects of the organization's culture, which have an influence on the fulfilment on the role of quality manager. Based on the research, the author further identifies problems which the participants face practice, namely: setting the position of the quality manager, introducing changes into practice, training of professionals and their further professional development. With the help of professional literature, answer reflection of the participants and partially from her own experience she proposes suggestions for optimizing the role of quality managers in order to reflect the need of increasing the quality of provided care.