

## Abstrakt

The thesis is divided into two parts, the theoretical part which focuses on the Job Centre, the definition of basic concepts, services and activities of the Job Centre and its structure, material need benefits and the social workers concentrating on the material need agenda. The second part deals with the research and describes the research strategy and other relevant aspects of the research. The crucial point of the thesis is to describe the position of the social worker in the Department of Material Needs when working with clients. The main objective is to describe 'What is the experience of social workers with their position in the Department of Material Need when working with clients?'. The thesis takes into account the work of a social worker in the Department of Material Needs and what they have to deal with in the position. The thesis also focuses on how the social worker carries out the material hardship benefits agenda.

As for the research method, we used qualitative research with the IPA (Interpretative Phenomenological Analysis) method, a qualitative approach and Exploratory Coding. In the empirical part of the thesis, the individual sub-research questions are answered, and the main research question is also answered based on the results. The results revealed that social workers perceive their position in the Department of Material Needs on two levels. On the one hand, they see themselves as professionals who help clients to solve difficult life situations. However, on the other hand, they feel like clerks who are only involved in administration and agenda-setting. The last point is the conclusion of the whole research.

During the research, we often observed the lack of support that social workers felt from management regarding meeting clients and coping with the increasing administrative burden and the growing number of clients they had to deal with. In terms of reducing the increasing administrative burden on social workers, one measure could be to divide their duties amongst the clerks to deal with the administrative tasks associated with the processing and disbursement of benefits. Social workers do not have enough time to work professionally with clients.

As the results show, social workers perceive their position in the Department of Material Needs on two levels. On the one hand, they consider themselves professionals who help clients solve difficult life situations; on the other hand, they feel like clerks who are only involved in administrative matters and agenda processing.