

Abstract (in English):

The thesis focuses on assisted contacts and assisted handovers from the perspective of the workers who perform the assists. The aim of the thesis is to find out how assisted workers reflect their own and their client's position and how assisting is anchored in legislation and public space. In the theoretical part of the thesis, the most space is given to the topic of the family, the formation and dissolution of marriage or partnership, as well as assisted contacts and, last but not least, assistant workers and clients. The research part builds on a qualitative research strategy, and uses the technique of semi-structured interviews with assistant workers to collect data. A total of 10 male and female respondents from 5 organizations participated in the research. Analysis of the results obtained from the interviews was done using thematic analysis. The key findings were the perspectives and feelings of the female and male assistant workers on their role in the process of assisted encounters and the delivery and evaluation of the service within different aspects and practices of the work. The factors mentioned are reflected in the work competencies and practices of the organisation. Through the research, the necessary competences for dealing with situations were revealed, as well as the need to raise awareness of courses that would prepare new assistant workers.