

ABSTRACT

TITLE: Volunteer Management in Hospices

AUTHOR: Bc. Zdeňka Sobotová

KEY WORDS: hospice, palliative care, volunteering, volunteer management, Volunteer Service Manager

This thesis deals with the management of the volunteer program in hospice, mainly from the perspective of the Volunteer Service Managers (VSMs). In the empirical part it brings description of the problems and issues VSMs are facing in eight Czech hospices. Among the main findings of the author are that volunteering in hospices deals with little support from management, lack of finance and difficult acceptance by the staff. The time VSMs can devote to volunteers is too little or too vaguely defined, which does not allow them to really develop the volunteer program. In none of the hospices visited volunteer program evaluation does not take place. Mobile hospices are facing concerns about the responsibilities of volunteers and difficulties in communication with families, which in some hospices lead to the fact that the volunteers in direct care are not involved.

In the theoretical part of this work the author offers answers that bring literature to the problems described by her research. Together with the best advice received from respondents of her research are then summarized in the form of a practical handbook for VSMs, which can be used separately in electronic form.