

ABSTRACT

The work of the personal assistant is a helping profession that belongs to the profession with a risk of a high level of stress, especially in long-term exposure to inappropriate working conditions that can, in the end, develop into the burnout syndrome. In the theoretical part I define personal assistance, stress, coping strategies, resistance and burnout syndrome. The practical part is based on nine interviews with personal assistants, focused on stressors, coping strategies and conditions of their work in the organization, where they are employed. I found out personal assistants considered as the most important sources of stress children problematic behavior, communication with teachers and parents. Personal assistants are struggling in their work with feelings of helplessness, frustration from the child's stagnation, with feelings of guilt for child's problem behavior. In their work they are dealing with parents in mental discomfort and with problematic communication with teachers. The most used coping strategies of personal assistants are sense of usefulness and meaning of work, social support (information and support from parents of children, support of social workers of organization and supervision), relaxation, optimism, acceptance of situation, setting of borders, self-development. The organization is in the opinion of personal assistance supporting, they are thankful for possibility of supervision, training and concern to solve their problems. They would be grateful if training would be more relevant to their educational needs based on everyday work with children.

KEY WORDS

personal assistance, stress, coping strategies, burnout syndrome, psycho-hygiene