

The goal of this thesis which deals with "Managing volunteers' work in The Aid Organization for Refugees" is to propose a work manual for the coordinators of volunteers participating in "Volunteers' activities of the Aid Organization for Refugees" project. The first part of the thesis deals with the general development/history and the legislation of volunteering in the Czech republic, with the specification of the target group – refugees, international protection seekers, foreigners in the asylum procedure framework, mentioning the main features of individual asylum facilities and the competent institutions. This part ends with the description of The Aid Organization for Refugees focusing on the volunteers' programmes and some general specifics of the work with refugees.

The methodological part deals with the survey procedure, the selection of the sample of respondents and the analysis of the data obtained from the qualitative survey conducted with the selected respondents who cooperate or participate in the "Volunteers' activities of the Aid Organization for Refugees" project (volunteers, end users, members of the Aid Organization for Refugees, former coordinators). The third part of the thesis is formed on the basis of the qualitative survey with the above mentioned respondents and the analysis of documents. The proposal of the manual consists of individual logically-linked steps which have been found through the qualitative survey – starting by recruiting, hiring, training of volunteers, ending with their introduction into practice and the ways of financing and accreditation of the volunteers' project. The individual chapters contain some findings which are completed with some practical recommendation obtained in the survey. The last chapter contains the framework of the scope of work of a coordinator of volunteers in the Aid Organization for Refugees.