

ABSTRACT

The thesis is describing the situation with volunteering programs at hospices. It is analyzing the process of recruitment, professional grow and managing volunteers directly involved with hospice clients. The document is summing up real life application of volunteers work at hospice, pointing out key aspects of the work at the specific environment of provided services of hospice.

All texts are based on published professional literature and data provided by qualitative research providing most point of views of participating personal – volunteers and coordinators. In the first part you will find specifications of the volunteer hiring and education from organization point of view here represented by the coordinators. The second part describes the qualitative data research, providing volunteer's point of view on the same process. The research itself is targeting to provide the key moments of the volunteer's work at hospice organizations. It provides over all view of the main motivators of the work and on the other hand describes death with understanding and placing it as part of human life while showing its place in the society.

The thesis is also showing the whole volunteering concept with its unused potential. All real life situations are also supported by other means of research – document analysis and participating observation.