

## ABSTRACT

This thesis deals with the provision of social services in the context of the organization Tyfloservis, ops. It focuses on the possibilities of support staff in direct work with clients to ensure professionalism in the provision of these services and their continuous development. This applies especially personnel management strategies as a means to ensure the quality of social services. This includes defining specific roles and competencies of social workers in Tyfloservis, system selection and training of new employees and additional support resources, including professional development planning process. The aim is to evaluate the existing system of selection, training and other support staff Tyfloservis compared with findings from the literature and our own experience as a social worker and manager in this context to suggest a change. The proposal I would like to rely on the definition of specific roles of the social worker in Tyfloservis and the resulting competencies. Create an inventory of competencies is another aim of the thesis.

Keywords: social services in the Czech Republic, Tyfloservis, ops, people with visual handicaps, personnel management, social worker competencies, professional development.