

Abstract (in English)

This diploma thesis focuses on the topic of training and support of volunteers from the HoSt Home-Start CR organization. The aim was to find out an opinion of volunteers and coordinators on the quality of their training and support, provided by the organization. The second aim was to find out how much are the volunteers ready to volunteer in a client's family. Gathered information will serve coordinators as a guideline for improving the services for volunteers. The outcome of this diploma thesis is a questionnaire, which will help the organization to get a feedback from future absolvents of the training. The theoretical part focuses on four main topics – volunteering, volunteer, family and options of its support, volunteering in the field of family support. Results of my research inside the organisation are presented in the practical part. I chose semi-structured interviews as my research method. They were done with volunteers and coordinators of the organization. Recommendations for changes in particular subjects of training and support have resulted from the answers of the respondents. These results are summarized at the end of my thesis.