

The main focus of the thesis is on the street work with migrants and the dilemma of help and control that arises in it. An integral part of this was the presentation of available literature dealing with this topic and its analysis. The theoretical part defines the target group, migrants in the Czech Republic and integration and migration policy in the Czech Republic. It also deals with street work, the legislative framework of street work, the personality of the street worker and the specifics of street work with migrants and also social work with migrants is described. Attention is paid to the dilemmas in social work, their origin with an emphasis on the help and control dilemma and ways of coping.

The research part is devoted to the description of own qualitative research, which was carried out by the method of semi-structured interviews with street workers focusing on working with migrants by using the technique of critical incident. The main aim of the research was to find out in which cases the street workers encounter the dilemma of help and control and how to deal with it. Data were analyzed by using a portion of grounded theory.

The presented research results point to situations in which street workers who work with migrants experience a dilemma of help and control. For example, there are situations in which they have to decide how to behave when a client chooses a solution that street worker disagrees with. In these situations, the mission and objectives of the organization and communication strategy help them to manage the dilemma of help and control.