

Abstract

This thesis deals with the online casework and potential problems facing people working in social care in the Czech Republic. The main aims of the thesis are to map and describe the state of online casework in several organisations providing selected types of online social services during the COVID-19 pandemic in 2020. Using qualitative research derived from interviews with social workers, the work deals with online casework, specifically using chat and videoconferencing tools, exploring the differences between online and face-to-face work and outcomes.

The thesis is divided into two parts, one theoretical and one empirical. The theoretical part defines and characterises social work and introduces the potential demands coming from service users during the pandemic. The main subject of the empirical part is a qualitative research of the data collected during three semi-structured interviews, exploring the risks of online casework, both to the caseworker and service user.