

ABSTRACT

This thesis focuses on managing stress overload in social services of social rehabilitation for clients with mental disorders. The goal is to clarify the resources of the overburdened of the social service managers from the view of the managers. This thesis is divided into theoretical and empirical part, in which the conducted research and its results are described.

Theoretical part defines mental disorders and discusses possible characterizations and manifestation of behaviour within people with mental diseases. Nongovernment nonprofit organization and their management are disorders. An important part of thesis is chapter dealing with stress overload with focus on social service managers. All chapters of the theoretical part are based on knowledges from literature.

The empirical part focuses on the conducted research with discovered sources of overload of social service managers as a focal point. Research design comes from qualitative methods. In-depth interviews were conducted with several social service managers; based on these, the areas of stress in their profession were identified in three main parts, managers in general, specific for particular social service and overload from concurrent and cumulation of previous domain.

Keywords: mental disorders, executive, social services of social rehabilitations, overload, qualitative exploration