

## **Abstract**

The categories of 'ethnicity' or 'Roma' could obscure the whole topic, as they may suggest an idea that the socially excluded are somehow special or unrecognizable. It is therefore very important to use these categories clearly and specifically. That is what I am trying to do in this thesis.

The theoretical part is divided into three main parts: the dynamic model of practice, culturally sensitive social work and the chapter entitled Roma. In the first part, the dynamic model, I try to have a look at the practical implementation of social work as described by Karen Healy (from page 10 onwards). I also explore the areas that influence the interactions between the social worker and their client. The dynamic model is focused on professional goals, which are made up of four areas: the institutional context, the needs and expectations of the service users and the community, the professional foundation, and an emerging framework for practice that develops through critical reflection on professional experience. These four elements further interact within the framework of the professional goal. I have also included a subsection where I attempt to define social work and its relationship to social services (p. 19). In the next chapter, I describe the culturally sensitive social work (from p. 25) on which the social work profession should be built. I also address the ethnicizing approach (p. 31) that might be a threat in working with other ethnicities. This just a warning against considering the ethnic minority background of people as their most important characteristics. It is easy to be tempted to confuse the socio-economic problems faced by the Roma minority with problems of ethnicity, which will certainly lead to their deepening. In the chapter entitled Roma (from page 33) I touch on Roma ethnicity and identity.

The empirical part describes research conducted with four Roma workers of a non-profit organization through semi-structured interviews using the method of interpretative phenomenological analysis. From the analysis of the transcribed interviews, three main topics emerged, which I labelled as: perception of ethnicity, aspects of being Roma and 'Being a bridge'. The individual responses varied depending on the capital possessed by each communication partner (p. 64). We can also claim that Roma workers cooperate with Roma clients much easily in many ways. Thus, we could assume that this kind of cooperation should be more effective than the work of non-Roma social workers with these clients. The Roma workers are aware of the difficult living conditions caused by their ethnicity, yet none of them would like to change this.