

Abstract (in English)

The work focuses on volunteering in social services, which is in our country increasingly developing, but due to the historical development, is still lagging behind the Western countries. The work deals with the management of volunteering. In some areas it is inspired by international experience, primarily by experience in Germany and the United Kingdom. Management volunteering is divided into five areas – needs mapping and planning, recruitment of volunteers, preparing and contracts with volunteers, management and motivation and supervision and appraisal. In each area the key steps, which are according to the literature required for a successful volunteer program, are described. The aim of the work is to create, based on the study of domestic and foreign literature and consultation with staff organizations, a comprehensive „methodology for the recruitment and work with volunteers in the company DUHA. This methodology reflects a management cycle of working with volunteers in all areas and is based on the needs of both the organization and clients.