I CAN BE ANYTHING PROFILE PACK

"The best way to predict the future is to create it." Abraham Lincoln

"Choose a job you love, and you will never have to work a day in your life." Confucius

"Desire! That's the one secret of every man's career. Not education. Not being born with hidden talents. Desire." Johnny Carson

"If you can DREAM it, you can DO it." Walt Disney

INTRODUCTION

Every single member of staff at Claire House has an important job to do. Whether it is on the front line caring for a poorly child, helping to bring money in to keep the Hospice running or fixing things when they go wrong, there are so many different jobs at Claire House and so many amazing individuals that make Claire House the best place it could be!

In this pack you will learn a little about these amazing people, why they love working at Claire House and how they got here! Some may have always dreamt of doing the jobs they do today, some used to do something completely different!

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OUR CARE TEAM

There are such a wide variety of roles within our care team who all work together to give children and families the best experiences at Claire house.

Some of our care team work more with the medical side of care. We have lots of different kinds of nurses.

Others provide different kinds of services including:

Counsellors

Physiotherapists

Occupational Therapists

Play Specialists

Complementary Therapists

We think our care team are superheroes and love to sing their praises! I hope you enjoy learning about them and the wonderful work they do and that it may inspire you to one day follow in their footsteps.

PLAY SPECIALIST- KERRY

WHAT DOES YOUR DAY TO DAY JOB ENTAIL?

I work in the rapid response team and most days are very different. I often go into hospitals to provide mementoes for the very poorly children we work with. I do memory making sessions and bucket list items with the whole family. I also do play sessions and distraction for children who have worries and anxiety around medical procedures.

WHAT ATTRIBUTES DO YOU NEED TO HAVE TO DO YOUR JOB?

To be fun, caring, compassionate, very flexible and able to think on your feet. Being creative also helps.

WHY DO YOU LIKE WORKING AT CLAIRE HOUSE AS A PLAY SPECIALIST?

Every day is different. We work with so many wonderful children and young people making precious memories for them and their family.

WHAT IS YOUR FAVORITE PART OF YOUR JOB AT CLAIRE HOUSE?

Make a child smile and providing wonderful memories for a family at the most difficult of times.

WHAT ADVICE WOULD YOU GIVE A YOUNG PERSON WANTING TO DO YOUR JOB?

Get experience working with children of all ages and with all levels of abilities. Reach out and speak to professionals already in this role to answer any questions you may have. Being a play specialist is one of the most rewarding jobs and I cant recommend it enough.

PHYSIOTHERAPIST– SARAH

WHAT DOES YOUR DAY TO DAY JOB ENTAIL?

A few things I do are:

- **Organise and plan hydrotherapy sessions in our heated pool.**
- **Talk to other teams within our community (schools, clinics) to plan care.**
- **Write risk assessments.**
- **Train other staff.**

WHAT ATTRIBUTES DO YOU NEED TO HAVE TO DO YOUR JOB?

- **Good communication skills**
- **Ability to work in a team**
- **Problem-solving skills**
- **Good organisational skills**
- **Ability to be encouraging, empathetic and firm**
- **Ability to establish a good relationship with patients and their families**
- **A genuine interest in the health and wellbeing of patients**
- **Interest in anatomy and physiology**
- **Ability to work under pressure and manage time effectively**

Physio involves assisting and treating people with physical problems caused by injury, illness, surgery or ageing. We work with patients to identify and improve the movement and function of their body and treat pain, disease or physical injury. Physiotherapists focus on maximising their patient's quality of life and movement potential through prevention, intervention (treatment), promotion, and rehabilitation.

WHY DO YOU LIKE WORKING AT CLAIRE HOUSE AS A PHYSIOTHERAPIST?

I get to work with so many lovely, caring staff and I get to meet and hopefully help so many inspirational children and young people and their families

WHAT IS YOUR FAVORITE PART OF YOUR JOB AT CLAIRE HOUSE?

Getting to know all the children and young people who access our service. Also anything to do with the pool! Our children and young people have so much freedom in the pool compared with on dry land.

WHAT ADVICE WOULD YOU GIVE A YOUNG PERSON WANTING TO DO YOUR JOB?

Try to spend time with a Physiotherapist – it's not just about sports rehab, it is so much more!

ASSISTANT PRACTITIONER– SIOBHAN

WHAT DOES YOUR DAY TO DAY JOB ENTAIL?

It can vary! I work as part of the care team so work directly with the children & young people. As well as delivering their everyday care needs (giving medication, giving feeds, dressing/bathing etc), I can be in the art room making a mess, reading stories, singing (badly) or in the pool- the list is endless!! I'm still rubbish at playing FIFA though- that's a skill I've never developed!!

I'm also part of the medication team- so ensure all the prescriptions are correct for the prescribing team!

WHAT ATTRIBUTES DO YOU NEED TO DO YOUR JOB?

You need to be caring, adaptable & FUN!

WHY DO YOU LIKE WORKING AT CLAIRE HOUSE AS AN ASSISTANT PRACTITIONER?

Being able to support children, young people and their families to make memories and have fun- what's not to love! Even in times of sadness, the pride of knowing you've supported a family in one of the hardest times of their life will never leave you!

WHAT IS YOUR FAVORITE PART OF YOUR JOB AT CLAIRE HOUSE?

Getting to work with amazing children & young people- their strength inspires me every single day!

WHAT ADVICE WOULD YOU GIVE A YOUNG PERSON WANTING TO DO YOUR JOB?

Believe in yourself!

COMPLEMENTARY THERAPY COORDINATOR- JANE

WHAT DOES YOUR DAY TO DAY JOB ENTAIL?

Such a mix of activities!

- It might start with a meeting to see which children are staying "in house" at the hospice and booking times to offer them a treatment.
- Mums and tots group– a mix of sensory activities for children under 5. It finishes with leading a relaxation session where the parent learns how to do a gentle foot treatment on their child.
- Meetings with physios or occupational therapists, play or counselling so we can plan the best care for each child or parent.
- Research into new ideas and what other hospices are doing and lots of tea making!! That's just a hint of what might happen on a day to day basis!

WHAT ATTRIBUTES DO YOU NEED TO HAVE TO DO YOUR JOB?

- Be flexible, things change on a daily basis.
- Patience and understanding of peoples situations.
- Sense of humour- sometimes we dress up for things!
- Be able to cry- sometimes we have sad times and its ok for us to shed a tear too.
- A good listener– children and families want to talk and tell their story.

WHY DO YOU LIKE WORKING AT CLAIRE HOUSE AS A COMPLEMENTARY THERAPY COORDINATOR?

I love the staff friendship and support in all aspects of our work. I love the two Claire house buildings – the one in Liverpool is in an old monastery (sometimes we give a treatment under the apple trees in the garden!)

WHAT IS YOUR FAVOURITE PART OF YOUR JOB AT CLAIRE HOUSE?

Meeting new people and being able to make a difference. We cant solve their situations but we can actively support and make things a little bit better in the circumstances.

WHAT ADVICE WOULD YOU GIVE A YOUNG PERSON WANTING TO DO YOUR JOB?

It's a difficult role but so rewarding, there are super happy times and also very sad. Look for opportunities to be with different people maybe volunteering or community events, maybe work at a job involving people so you're comfortable meeting and talking to lots of different people. If you're interested in therapies then train in one or two and really become good at them and offer something voluntary to gain experience. Life experience is important and the ability to make people smile!!

COUNSELLOR – RACHAEL

WHAT DOES YOUR DAY TO DAY JOB ENTAIL?

My role as Counsellor in the Family Support Team can be varied. Myself and my team provide 1:1 counselling support for Claire House children and families both pre and post bereavement. We offer group support for family members, as well as social events for parents and siblings. We also arrange sibling events which can range from sleepovers in the Natural History Museum in London under the Diplodocus skeleton (before the Blue Whale arrived), go-karting, bowling and even our 'I'm a Sibling, Get Me Out Of Here' overnight camping trip – yes we even eat bugs!

WHAT ATTRIBUTES DO YOU NEED TO HAVE TO DO YOUR JOB?

We have to naturally be empathic, good listeners, non-judgmental, trustworthy, flexible, conscientious and ensure that we provide a safe and confidential space for our children and families in their counselling sessions.

WHY DO YOU LIKE WORKING AT CLAIRE HOUSE AS A COUNSELLOR? I love making a difference for our children and families. I feel extremely proud when people ask what I do and where I work, because Claire House is such an amazing place.

WHAT IS YOUR FAVORITE PART OF YOUR JOB AT CLAIRE HOUSE? I know that not everyone can say that they love their job, but I feel so lucky to be able to say exactly that. It is an emotionally and mentally demanding role but I have a great and supportive team alongside me that I know I can turn to at any time. I love, that if I am having a tough day, I can pop downstairs to see the children and what they are up to in the hospice, and always come away with a huge smile on my face.

WHAT ADVICE WOULD YOU GIVE A YOUNG PERSON WANTING TO DO YOUR JOB? I would say that gaining counselling experience before deciding on which area you would like to work in is so important due to the nature of the role. What we see and hear can be very tough, but all of the team have had a good base in counselling elsewhere before coming to Claire House. In general, counselling can be a very rewarding role, to be able to support people at difficult points in their life and to see that they make movement can be extremely fulfilling. It is not a role to 'fix' people, just to be alongside them and help them to find their own answers.

OUR FUNDRAISING TEAM

Fundraising, or income generation, can have many different roles depending on the structure—every charity is different!

The overall aim of all roles within fundraising at Claire House is to bring in money to help run the Hospice and to spread the word about what Claire House does.

There are lots of different types of supporters that need to be looked after. There are people in the Community (Schools, groups, individuals), Corporates (Businesses), Major Donors (people who give large amounts of money) and Regular givers (people who donate monthly or who play the Claire House lottery). Then we also have events fundraisers who plan and run events or steward people who are taking part in events (like marathons or Tough Mudder).

We couldn't do what we do at Claire House without amazing supporters out in the community raising money and our team of fundraisers make sure that those people are supported in their fundraising journeys and given a huge thank you for everything they do.

CORA – COMMUNITY FUNDRAISER

WHAT DOES YOUR DAY TO DAY JOB ENTAIL?

My job is very varied as I look after individuals, families who use Claire House and volunteer speakers. On any given day, I could be helping to support someone who wants to put on a ball, shave their head, organise a motorbike run and also be organising for a volunteer speaker to go to a local church group that evening. No day is ever the same and you're definitely kept busy!

WHAT ATTRIBUTES DO YOU NEED TO DO YOUR JOB?

In community fundraising, I think you need to be quick on your feet and be able to adapt to lots of different situations. You need to be approachable and friendly too. Essentially, I think you need to be a 'people person!'

WHY DO YOU LIKE WORKING AT CLAIRE HOUSE AS A FUNDRAISER?

It's a job like no other, the people are absolutely amazing and you know what you're doing helps others. All the while, we have loads of fun, work hard together and make the best of everything we can.

WHAT IS YOUR FAVORITE PART OF YOUR JOB AT CLAIRE HOUSE?

I think my favourite part of my job is supporting families. They go through so much and seeing them want to help other families is so lovely to see.

WHAT ADVICE WOULD YOU GIVE A YOUNG PERSON WANTING TO DO YOUR JOB?

Don't think that you need a particular qualification. Lots is down to you as a person! I would say it's always amazing to have some volunteering behind you & if you fancy doing something like fundraising or community based work, see what's going on locally to you and see what you can get involved in.

SHOP MANAGER - NICOLA

WHAT DOES YOUR DAY TO DAY JOB ENTAIL?

- Sorting stock
- Window dressing
- Organising staff and volunteers
- Pricing
- Paperwork
- Customer service,
- Working on the till
- Put the best items into the shop to make the best money for the hospice
- Researching items on the computer to see what it is worth

WHAT ATTRIBUTES DO YOU NEED TO HAVE TO DO YOUR JOB?

Good with people, customers and volunteers. Good knowledge of I.T. Business minded.. the goal.. to make sure your shop is profitable because all that money goes to helping all the children and their families. Good organisational skills.

WHY DO YOU LIKE WORKING AT CLAIRE HOUSE AS A SHOP MANAGER?

Every day is different. You get to meet so many different people from customers and the wonderful volunteers. To know the hard work you put in is helping raise money for the hospice is so rewarding.

WHAT IS YOUR FAVORITE PART OF YOUR JOB AT CLAIRE HOUSE?

Hard to choose really, I really enjoy every aspect of my job but if I had to choose it would be the planning of the day, everyone working as a team with the same goal and then seeing the results in the till at the end of the day.

WHAT ADVICE WOULD YOU GIVE A YOUNG PERSON WANTING TO DO YOUR JOB?

Volunteer while in school or university because knowing what it feels like to be a volunteer will help if you become a manager and have to manage volunteers as well as staff. It will also give really good work experience in retail which looks really good on a C.V.

CORPORATE SERVICES

Corporate services are the glue that hold Claire House together. Without them we would not be able to function!

The amazing people in corporate services manage the finances, make sure the buildings are safe, solve our IT problems, process data, keep the site clean (a HUGE job during Covid) and manage our staff, volunteers and communications with the outside world.

These people are the ones that stay hidden away behind closed doors a lot of the time but are the unsung heroes of Claire House!

SENIOR ICT TECHNICIAN – VIKKI

WHAT DOES YOUR DAY TO DAY JOB ENTAIL?

My day usually consists of monitoring our support ticketing system, our servers, printers, content management system and mobile device management system. We receive a lot of support tickets each day, dependent on the issue we will schedule in remote sessions or escalate to other members of the team if it falls within their area of expertise.

WHAT ATTRIBUTES DO YOU NEED TO HAVE TO DO YOUR JOB?

You need to have great computer skills, patience, a passion for technology, be able to work under pressure, prioritise tasks, have good communication and problem-solving skills.

WHY DO YOU LIKE WORKING AT CLAIRE HOUSE AS A ICT TECHNICIAN?

As our team is one of the smallest teams in the organisation I like that it gives me more opportunities to learn new things and gain skills that I may have not had the opportunity to learn in a larger organisation.

WHAT IS YOUR FAVORITE PART OF YOUR JOB AT CLAIRE HOUSE?

I love seeing the direct impact our staff members have on the children and young adults who come to Claire House. I also love when staff members understand something on the computers that they were previously struggling with.

WHAT ADVICE WOULD YOU GIVE A YOUNG PERSON WANTING TO DO YOUR JOB?

I always recommend volunteering in an ICT role if you are ever unsure on whether it is something you want to do in the future or not. I think it is important to know there are different routes to take to get into an ICT role whether that through apprenticeships or university. Finding what is going to work best for you to get into the role you want is key.

COMMUNICATIONS OFFICER – JESS

WHAT DOES YOUR DAY TO DAY JOB ENTAIL?

•Checking social media, responding to any messages and posting new content.

•Supporting the fundraising team with marketing e.g. putting together social media adverts targeting an audience, briefing designers for leaflets or putting together radio adverts.

•Creating our bi-annual Claire House magazine which means I get to chat with families, staff, supporters and volunteers to share all of their stories. I also arrange photoshoots, edit and proof read all the content in this 24 page document.

•Generating press coverage for the Hospice.

•I've been very lucky to work on some amazing projects and facilitate high-profile visits at Claire House. I've worked with BBC Children in Need, CBBC The Dengineers and The Wayne Rooney Foundation. This means we get to surprise the families Claire House supports with visits from their favourite football players and celebrities. Visits like this take a lot of planning and organising so I help with this aspect and then facilitate the visit on the day.

WHAT ATTRIBUTES DO YOU NEED TO HAVE TO DO YOUR JOB?

Be a people person– friendly and approachable. Be able to adapt quickly to balance different tasks and work with different people. Have a passion for writing and interest in social media. Be a Good time keeper.

WHY DO YOU LIKE WORKING AT CLAIRE HOUSE AS A COMMUNICATIONS OFFICER?

My role at Claire House means I get to work with lots of amazing people from across the organisation.

WHAT IS YOUR FAVORITE PART OF YOUR JOB AT CLAIRE HOUSE?

My job is so varied so each day I can be doing something different, which I really enjoy.

HAT ADVICE WOULD YOU GIVE A YOUNG PERSON WANTING TO DO YOUR JOB?

Most organisations now have a Communications Role, so I would say to research what type of field you would like to go into. I love working in the charity sector as I know I'm helping to support an amazing cause. However, you can find Communications Officer roles in every field, so maybe find something you're interested in and you think you'll enjoy. I would also say any work experience you can gain, will be hugely beneficial when it comes to applying for jobs, so try and gain some relevant work experience, it will also give you an idea of whether the job is for you. Practice writing a lot for different audiences and with a different tone of voice, this will really help as you'll always be writing in this role. Gain a degree in a relevant subject, for me it was Journalism and this was really helpful. But, there are other degree courses which could help you fulfil the role of Communications Officer so do some research.

HEAD OF FACILITIES AND ESTATES - BRUCE

WHAT DOES YOUR DAY TO DAY JOB ENTAIL?

I have a wide variety of responsibilities ranging from building maintenance, housekeeping, catering, gardening, vehicles, Health & Safety matters, managing small, medium and large building related projects. In addition there are a significant number of day to day activities which are too numerous to mention including lots of meetings. Needless to say I keep myself pretty busy.

WHAT ATTRIBUTES DO YOU NEED TO DO YOUR JOB?

Integrity, patience, passion, willpower.

WHY DO YOU LIKE WORKING AT CLAIRE HOUSE AS AN ESTATES MANAGER?

Having had a son who was very ill for 12 years but thankfully recovered I wanted to give something back to society and support children & families experiencing difficult times.

WHAT IS YOUR FAVORITE PART OF YOUR JOB AT CLAIRE HOUSE?

The variety and the challenge not knowing what will happen next. Seeing the children or parents enjoy a new facility that has been refurbished or created to provide better services.

WHAT ADVICE WOULD YOU GIVE A YOUNG PERSON WANTING TO DO YOUR JOB?

Often individuals will start off serving their time and move into facilities management as they get older, although there are now specific qualifications available which can speed the process up. You need to have good knowledge of building related matters, be practically minded, a problem solver and have a real interest in this area of work. Always be prepared to get your hands dirty and be patient. Most importantly you cannot be a 9-5 person as buildings do not recognise time, faults occur 24/7.

VOLUNTEERS

We would be nothing without our volunteers!

We have around 800 volunteers at Claire House in many different roles.

Volunteers can help out every now and again by volunteering at a fundraising event or in one of our flexible remote roles. Others can donate their time regularly by volunteering in our shops or on site at the Hospice.

We have experienced care professionals who donate their skills at our parents and tots groups and professional counsellors who want to help in their spare time.

We also have volunteers who man our reception, attend community events and talk about Claire House (Our Claire House Speakers), assist with gardening duties, help with admin tasks, or support our sibling events. The list goes on and on!

There are even volunteer Trustees who help with the overall running and decision making at Claire House– a bit like School Governors do!

There are so many roles, unfortunately we don't have the space to tell you about them all. But you can start to volunteer with your family at whatever age so if you want to know more please visit our website or get in touch!