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

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

"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."Disney

I can be anything!

Claire House

CHILDREN'S HOSPICE

Lets meet the team!

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

Nurse (Assistant practitioner)- Siobhan

"Assistant practitioners are a type of nurse. They have skills and experience in a particular area."

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!

Play Specialist - Kerry

"A play specialist uses their understanding of child development and therapeutic play activities to help children cope with any pain, anxiety or fear they might experience."

What does your day to day job entail? Due to working in the rapid response team, 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.

Physiotherapist - Sarah

"A person qualified to treat using physical methods such as massage, heat treatment, and exercise."

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

Complementary therapist - Jane

" Complementary therapists provide complementary therapies such as reflexology, massage and aromatherapy to people who may be experiencing emotional distress, pain or psychological issues."

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!

Counsellor - Rachael

"A counsellor is a person trained to give guidance on personal or psychological problems."

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.

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!

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 fundraisers that need to be looked after….

- **People in the Community (Schools, groups, individuals)**
- **Corporates (Businesses)**
- **Major Donors (people who give large amounts of money)**
- **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).**

Community Fundraiser - Cora

"As a charity fundraiser, you will aim to increase donations or engagement of individuals and groups by building relationships and exploring new fundraising opportunities."

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!

Our Corporate services Team

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)**
- **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!

Communications officer - Jess

"Communications Officers are responsible for creating communications o
behalf of an organisation. They do everything from write press release
content and create social media posts. They are also tasked with trac
analytics and maintaining digital media archives."

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.**

Head of Facilities and Estates - Bruce

"Facilities and estates managers are resp
the operation and maintenance of building
and services and manage land and property"

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.

Our 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!

Chair of Trustees– Eileen

Terry – Volunteer Hospice Receptionist

Sylvia – supports our online retail manager

There are so many more job roles at Claire House! Check out the profile pack to find out more!

What is your favorite part of your job at Claire House?

What Skills do you need to have to do your job?

What advice would you give a young person wanting to do your job?