



**Alison Cliffe**

**Branch Manager – Camberley**

### Meet Alison, your Branch Manager from Camberley

#### About me

Hi, I'm Alison. My role as the Care Quality Commission Registered Manager for the Camberley branch of Helping Hands is to build empathetic relationships with our customers in and around Camberley, Farnborough and the other areas that we serve. I see myself as someone who can keep calm in difficult situations and can form relationships well with other people.

Being the manager of the Camberley branch is very rewarding and I love talking with people and helping them in any way I can.

#### Experience

Before joining Helping Hands, I was a manager with another care provider covering the Farnborough area. I enjoyed meeting with the people we were supporting on a regular basis, ensuring that the care they were having was what they needed and expected. Prior to that, I was a support worker and became involved in helping people of different ages on a one-to-one basis.

Some of the people I worked with had learning difficulties and autism, mental health conditions and issues relating to drug misuse. I had the pleasure of building close rapport with the people in my care and really enjoyed being involved in helping with their day-to-day activities. It was also a great experience arranging days out and encouraging my customers affected by drug misuse to attend group support sessions.

After being a support worker for some time, I stepped into a management role for the same company and also became a senior support worker. I was involved in managing 17 members of staff, continuing to build those important relationships with other managers and customers.

#### Why I chose Helping Hands

I loved my previous role as a manager and I believe that working for Helping Hands will help me to develop. I love being in a customer-focused role and I feel that being the manager at Helping Hands Camberley suits my skills.

