

OTTAWA LEGAL CLINICS TRANSFORMATION PROJECT

CLINIC STAFF VISITS

INTRODUCTION

Thank you for taking the time to meet with me. As you know, over the past year there has been a lot of research done to look at the structure and service delivery of the legal clinics with the result being a recommended model that will amalgamate the clinics while maintaining the three offices. Today, I'm hoping to gain a better understanding from you of how this change might affect your role, how you would like it to affect your role, and any concerns you might have about this transition that should be considered as we move forward.

These conversations with staff will feed into developing an organizational structure for the new model. This is the start of a longer engagement process. Starting in January there will be working groups with staff members on different issues that are raised in these initial discussions with staff.

Please feel free to be frank, as I'm looking for honest input that will support a smooth transition for you and your colleagues. The information you provide will be shared with management.

If you have questions please feel free to raise them with me and I will try to answer them, but an important part of this exercise is gathering questions that might not have answers yet, so they can be considered as we move through the transformation process.

QUESTION GUIDE

1. What are your understandings about the new model? Do you feel well informed about it?
2. What has worked well in conveying information to you and what has not? How would you prefer to receive information in the future?
3. What are your main work responsibilities? What does a typical work day look like to you? Please walk me through key steps.
4. What are the key relationships in your role? Who do you depend on? Who depends on you? Who provides you with direction, i.e. do you "report" to?
5. How will your work day be different when:
 - i. Your executive director may not be in the same office as you every day and you report to a senior staff member?
 - ii. Your office manager may not be in the same office as you every day?
 - iii. You have counterparts in other offices with whom you may require frequent

communication?

6. We don't want anything to "fall through the cracks" in this process. What are some workload gaps or other gaps that you anticipate in the new model?
7. What are some opportunities in this new model for your role? What changes might help you in performing your duties?
8. What are your concerns or worries about this transition? Or about the overall change in structure of the clinic?
9. What questions should we be asking stakeholders as we plan for change? Are there specific people or organizations that we should be consulting with?
10. Do you have any other thoughts or suggestions you'd like us to consider?