



Paul Pinkerton has led the KnowledgeNow since October 2011. Prior to this, Paul spent 4 years in the Waterloo clinic as Support Staff. In that role, he actively assisted the clinic in implementing efficient solutions to workflow challenges. He also participated in numerous inter-clinic groups, including chairing the Office Manager/ Support Staff group and participating on the SW Conference Planning Team. In both of those roles, one of Paul's focuses was on using technology more efficiently to share knowledge, including the use of shared workspaces. Paul also worked with the Clinic Manager's –Community of Practice as their webmaster and team support. Paul has also served on the Information Technology Advisory Committee (ITAC) for 3 years and has been part of several project initiatives in this role. Paul also co-wrote 2 clinic training seminars on MS Outlook, which were delivered at various regional conferences.

Prior to joining the clinic, Paul worked in the automotive manufacturing sector in roles ranging from quality and process support to payroll. Paul has worked in the youth criminal justice sector and with youth in a social-work setting for many years, developing programs and teams. Paul's focus has always been to bring people together in more effective ways to enhance the value of what they do.

Behind the Scenes - Admin Style

Creative Ways to streamline operations, manage priorities and function well

Thursday, May 17, 2018 • 1:00 pm - 2:30 pm

Presenter:

Paul Pinkerton, Knowledge Now Lead, ACLCO

Workshop Summary:

Administrative staff in clinics are asked to find creative ways to streamline operations, manage multiple priorities and play a key role in keeping a community legal clinic functioning well. This session will be an opportunities to showcase and discuss how you do what you do – the challenges and the triumphs (and the whole lotta ground in-between.)

Using principles from the Open Space technique to facilitate the discussion, participants should come prepared to talk about the challenges they need help with that the expertise and experience of others may be useful for, along with some things that work really well in your clinic.

Whether you've been in a clinic for many years and have seen the enormous changes that have occurred or you're relatively new, everyone has something to contribute. Your perspective, experience (clinic or otherwise) and your participation are valuable!

Here are some ideas to stimulate your thinking, but you're not limited to these topics:

- Methods for dealing with disruptive clients; what does your clinic do as a team to handle this?
- Dealing with change and stress that technology causes
- How your workflows have changed to incorporate new tools or tech and adapt effectively?
- Intake and walk-ins, what clinics are doing about process
- ODSP case management
- Project management for admin staff
- Balancing competing priorities better

Format:

Open Space format discussion

Learning Outcomes:

After participating in this session, learners will be able to:

- i) Find a new way to deal with a challenge in your office;
- ii) Show off your experience or expertise in assisting others;
- iii) Understand how clinics approach similar challenges differently.