**Single Point of Contact **(SPOC)**

**Role Description**

|  |  |
| --- | --- |
| **PRIMARY OBJECTIVE** | The SPOC role is responsible for monitoring and managing all incoming communications to the EOC. |
| **Reports to** | EOC Coordinator |
| **RELATIONSHIPS** | **Internal*** Primary Care Controller
* Comms Manager
* EOC Coordinator
* Sector Coordinators
* LOG, INTEL

**External*** External EOC staff including MoH, CDHB, C&PH
* General practice, pharmacies, all other health professionals
* Public
* Media
 |
| **KEY TASKS** | * Monitor all incoming communications to the EOC (phone, fax, email, radio, mail, HealthEMIS)
* Generate messages or HealthEMIS log entries for all incoming emergency communications and instigate the EOC information flow pathway.
* Identify urgent requests, messages or notices and disseminate immediately to the appropriate EOC staff.
* Answer the EOC phone line and forward to other roles or functions as required.
 |
| **PERSON SPECIFICATION** | * High level of inter-personal communications
* High level of accuracy and time management
* Customer service skills
* Ability to work calmly and competently under pressure
 |
| **DESIRED EXPERIENCE** | * Understanding of health sector a bonus
 |