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

**Role Description**

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| **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 |