

POSITION #6, TITLE: Public Information Officer

Direct Supervisor: EDS Coordinator

Mission: Provide public information/communication support to EDS. Coordinate media responses with JIC and train staff in appropriate communication techniques/responses.

Qualifications: Excellent communication skills, articulate; ability to remain calm under pressure. Good writing skills.

POSITION RESPONSIBILITIES

Initial Action/Planning Phase

- Review your Position Checklist and check off tasks as they are completed.
- Sign In for EDS shift, obtain credentialing and put on ID badge.
- Attend overall staff briefing.
- Receive assignment-specific briefing from EDS Coordinator.
- Familiarize self with clinic layout and process.
- Familiarize self with disease being treated with the assistance of the Operations Chief or Physician Evaluator
- Brief staff on Tips for Communicating with the Public
- Brief staff on Disease and EDS FAQs so answers are consistent
- Brief staff on protocol for responding to questions without known answers
- Submit EDS information for Joint Information Center(JIC) to EDS Coordinator
- Assist in gathering and setting up EDS educational materials (fact sheets, drug information sheets etc.)

Primary Responsibilities During Site Operation

- SIGN IN FOR SHIFT
- Provide ongoing support for staff communicating with the public
- Coordinate media responses with JIC at EOC
- Provide most current information to JIC regarding EDS (wait times, status updates etc.)
- Determine most frequently asked questions (FAQs) and craft responses in consultation with Operations Chief or Physician Evaluator
- Maintain a log and file of all information
- Brief incoming shift replacement
- SIGN OUT

Deactivation Phase

- Deal with any last minute media/public information requests
 - Identify issues for After Action Report.
 - Participate in de-briefing.
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