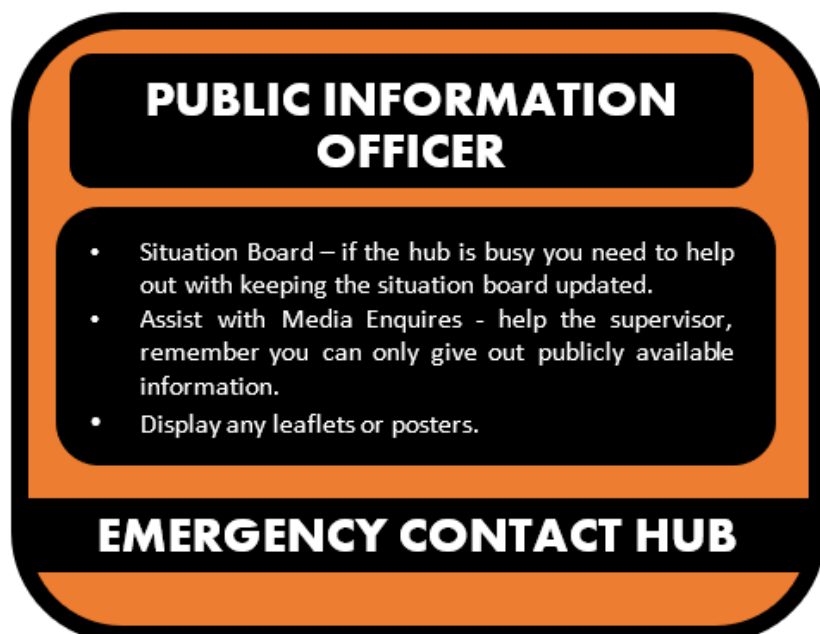


Public Information Officer

Sometimes the Information Officer might require some extra help and therefore this role has been created. However, in a small-scale incident it likely the Information Officer may be able to complete much of this work themselves.

The key part of this role is ensuring the situation board is kept up to date (as described under the Information Officer tab).



Key Tasks



Greeting People

Be friendly and approachable and direct people to the areas or volunteers who can help with their query.



Stay Calm

Expect people to be upset, emotional or frustrated, so remaining calm is vitally important as you are their first contact with the hub.



Be Honest

If you don't know the answer, be honest and direct them to someone who might be able to help.