

# PHEOC/SHEOC

## Overview

### **PHEOC short descriptor:**

#### **Public Health Emergency Operations Centre (PHEOC):**

The PHEOC leads the public health aspects of the response to COVID19 and is based at St Leonards. It works closely in conjunction with Public Health Units in local health districts and NSW Pathology and is primarily involved in contact tracing, providing expert advice, issuing public health orders, epidemiology research and a range other functions. The PHEOC typically operates on two shifts, 7 days a week between 8 am – 10 pm.

### **SHEOC short descriptor:**

#### **State Health Emergency Operations Centre (SHEOC):**

The State Health Emergency Operations Centre (SHEOC) is co-located with the State Emergency Operations Centre (SEOC) currently located at Sydney Olympic Park. The role of the SHEOC is to manage and oversee clinical operations in our hospitals and health facilities, support our workforce and facilitate procurement. The SHEOC typically operates 7 days a week on two shifts between 8am – 10pm.

## **Planning**

The Planning team within the Public Health Emergency Operations Centre (PHEOC) has oversight of the following areas:

- Processing of requests for exemptions from Public Health orders
- Responding to enquiries from members of the public and other government agencies on a range of public health issues
- Coordinating and responding to Ministerial requests and House Folder Notes
- Preparing reports for a range of stakeholders including weekly situation reports for the PHEOC executive
- Liaising with other parts of NSW Health, emergency services, other government agencies, business and community groups

### **Key Challenges**

- Balancing constant changing priorities and demands to ensure Public Health announcements are actioned, while also managing a fluctuating high volume of work
- High volume of enquiries from members of the public and other organisations
- Maintaining accurate knowledge of the complex framework within the team and identifying correct escalation points

## Essential Requirement

- Ability to work as per rostered arrangements (two shifts between the hours of 8am – 10pm) including weekends as needed

## Qualifications/Experience – Highly Desirable

- Demonstrated ability to work within a fast paced, high volume environment
- Knowledge and understanding of NSW Health policies and legislation
- Demonstrated excellent communication skills
- High levels of flexibility, adaptability and resilience
- Intermediate computer skills (Microsoft Suite) – knowledge of TRIM content manager highly desirable
- High level attention to detail
- Ability to building strong relationships at work
- Demonstrated ability to work under pressure

## Operations

The Operations team within the Public Health Emergency Operations Centre (PHEOC) has oversight of the following areas:

- Providing high quality advice, reporting and data analytics to the PHEOC Executive and other stakeholders on the epidemiological and clinical aspects of the pandemic
- Monitoring situations relating to case data and provide appropriate reports to PHEOC Executive and other key stakeholders
- Action operational aspects of the response including contact centre management, surveillance gathering (e.g. case finding/contact tracing), infection control recommendations, airport/seaport/school/community response coordination in partnership with Public Health Units
- Liaising with other parts of NSW Health, Public Health Units, emergency services, other government agencies, business and community groups and external organisations

## Key Challenges

- Balancing constant changing priorities and demands, while also managing a fluctuating high volume of work within tight timeframes in a high pressured, fast paced environment
- High volume of enquiries needed to be addressed with Public Health Units who are time poor and under pressure
- Maintaining a detailed understanding of components of the response and accurate knowledge of the complex framework within the team and identifying correct escalation points
- Understanding and maintaining accurate highly confidential Health Data and understanding complex Health issues

## Essential Requirement

- Ability to work as per rostered arrangements (two shifts between the hours of 8am – 10pm) including weekends as needed

## Qualifications/Experience - Highly Desirable

- Intermediate computer skills including Microsoft Excel, Word
- Demonstrated high-level problem-solving skills and attention to detail
- Demonstrated excellent communication skills
- Knowledge and understanding of NSW Health policies, working process and guidelines (highly desirable)
- Experience working within a Public Health Unit or clinical experience (highly desirable)
- Previous practical experience in public health (e.g. public health officer, surveillance officer, epidemiologist, public health physician (or registrar), registered nurse or doctor).
- Masters of Public Health or equivalent (highly desirable)
- Previous experience in investigation of management of outbreaks or infectious diseases (highly desirable)

## **Logistics**

The Logistics team within the Public Health Emergency Operations Centre (PHEOC) has oversight of the following areas:

- Supporting PHEOC with operations, epidemiology, data quality, contact tracing and planning
- Single source of advice and resources for facilities, Personal Protective Equipment, IT, catering and other allied functions.
- Planning and Coordinating logistics support to troubleshoot stakeholder issues
- Liaise with other parts of NSW Health, emergency services, other government agencies, external providers and business and community groups to coordinate additional support

### **Key Challenges**

- Monitoring workload and flow with appropriate escalation in a high volume, fast paced, reactive and responsive environment
- Balancing constant changing of priorities and demands to ensure smooth operation and logistical support, while also managing a fluctuating volume of work
- Managing high volume of enquiries from members of the public and other organisations
- Maintaining accurate knowledge of the complex framework within the team and identifying correct escalation points

### **Essential Requirement**

- Ability to work as per rostered arrangements (between the hours of 8am – 10pm) including weekends as needed

### **Qualifications/Experience – Highly Desirable**

- Knowledge and understanding of NSW Health policies, working process and guidelines
- Demonstrated ability/experience to work within a fast paced, high volume, reactive environment
- Demonstrated excellent communication skills
- High Level attention to detail
- Demonstrated ability to work well under pressure
- High levels of flexibility, adaptability and resilience
- Experience in administrative, operational and/or clinical roles (highly desirable)
- Knowledge of the Statewide structure of Health and health services (highly desirable)
- Experience or training in Incident Control Systems (ICS), the NSW State Emergency Management Plan (EMPLAN) and/or the NSW Health Services support Plan (HealthPlan) (highly desirable)