

Community Resource Specialist
Bristol Police Department

SUMMARY OF DUTIES AND RESPONSIBILITIES:

The Community Resource Specialist (CRS) will play a critical role by working with people in need of services that fall outside the scope of law enforcement, but whose needs have been established through contact with the Bristol Police Department. The CRS will provide crisis response services and act as a referral source, diverting matters not related to violation of law to the appropriate channel of support. The CRS fosters a relationship of respect and trust between the Bristol Police Department and community members.

The CRS is a civilian position housed within the Bristol Police Department. The CRS works directly for the Chief of Police under the supervision of the officer on shift.

Duties shall consist of but are not necessarily limited to a number of general non-law enforcement responsibilities necessary to assist with quality-of-life calls for service from the community, where a sworn police officer response is not required, to assist in the stability and safety of the community.

The CRS position involves working with individuals experiencing varying levels of emotional distress, crisis, and potentially physical/verbal conflict. Assignments may be challenging, requiring the CRS to use tact, courtesy, de-escalation techniques, conflict resolution techniques while maintaining their safety and that of the individual in need or crisis to deliver necessary help and a direction to resources.

The CRS shall:

- a) Respond to quality of life calls for service, which are typically non-criminal in nature, such as but not limited to: mental health calls, welfare checks, landlord-tenant disputes, general non-violent citizen disputes, low-risk neighborhood disputes, noise complaints, intoxicated individuals, individuals who are homeless, disabled vehicles & traffic hazards, and non-reportable motor vehicle accidents.
- b) Respond to non-hazardous, non-emergency, and cold calls for service in place of a police officer.
- c) Work interdependently with others towards the common goal of reducing law enforcement response to non-emergency complaints.
- d) Provide a range of supportive interventions and activities.
- e) Respond to calls for service from dispatch, Bristol Police Department personnel, and other stakeholders in a timely fashion.
- f) Complete all required reports in the Bristol Police Department Valcour system timely, as outlined in department policy.
- g) The CRS is accountable for the timely, practical, professional completion of all assignments.

- h) Effectively communicate with department leaders, direct supervisors, and other department personnel.
- i) Attend regularly held meetings, both department and community meetings, as deemed appropriate.
- j) Coordinate and oversee assigned programs as applicable.
- k) Establish relationships with local partners and service providers to gain support and knowledge of resources.
- l) The CRS will respond when dispatched to calls for service in the field. Fieldwork will be the preferred response to assist citizens in need. Occasionally, and when appropriate, the CRS may use a phone conversation instead of a field response.
- m) The CRS is responsible for the cleanliness and coordinate any needed maintenance of the department Community Response vehicle.
- n) Fieldwork/response will require working in inclement weather, around potential biohazards such as needles and human waste, homeless encampments, etc.
- o) Walk long distances and walk on uneven surfaces of various types, both indoors and outdoors, and in all kinds of weather conditions.
- p) Complete any assigned special projects on matters of community relations and partnership building.
- q) Operate and use a police radio to communicate clearly to police officers, supervisors, and Central Dispatch.
- r) Maintain confidentiality as outlined in the Bristol Police Department Policy & Procedure manual.
- s) Perform all other duties assigned by proper authority.

MINIMUM QUALIFICATIONS:

- a) Demonstrated experience in mediation, conflict, resolution, and/or mental health services.
- b) Experience in emergency medical services and/or law enforcement beneficial.
- c) Knowledge of city ordinances and Vermont State Law beneficial.
- d) Must successfully pass an oral board interview and background check.
- e) Must have an maintain a valid driver's license.
- f) Must have working knowledge of modern office procedures, equipment, various computer software, and Microsoft Office applications.
- g) Must have high school diploma or equivalent.
- h) Must be a minimum of 18 years of age.

ABILITY TO:

- a) Perform various non-sworn law enforcement activities, exercise independent judgment, and work with minimum supervision.
- b) Learn methods and techniques related to essential police functions.
- c) Understand the operations and organizational structure of the Bristol Police Department.
- d) Prepare clear, concise, factual, and timely reports.

- e) Safely operate an assigned vehicle.
- f) Work independently, interdependently, and manage/prioritize multiple tasks.
- g) Communicate effectively both orally and in writing.
- h) Establish and maintain positive and effective employee and public relations.
- i) Analyze situations and adopt a course of action.
- j) Work varied hours, including days, evenings, nights, weekends, and holidays.
- k) Deal tactfully and courteously with the public and law enforcement personnel.
- l) Demonstrate an awareness and appreciation of the cultural diversity of our community, and respond in culturally appropriate ways.
- m) Remain calm in stressful emergencies.

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