

COMMUNITY RESOURCE OFFICER

A. SUMMARY

The Community Resource Officer (CRO) is a regular Community Service Officer with a special focus on family welfare and support. This officer's primary role is to build positive relationships with families, children and young people, offering assistance, guidance, and resources to address various challenges they may face. These challenges can range from domestic issues and child welfare to mental health concerns. The CRO collaborates with community organizations, social services, and other agencies to ensure families receive the necessary support. Additionally, they may engage in outreach programs, educational initiatives, and preventive measures to enhance the overall well-being of families within the community. The goal is to foster trust, understanding, and a sense of security between the Brookline Police Department and the community they serve.

B. DUTIES AND RESPONSIBILITIES

It is the duty and responsibility of the Community Resource Officer to:

1. Develop and maintain positive relationships with community members, emphasizing open communication and trust-building.
2. Engage in proactive outreach programs to connect with families and individuals in the community.
3. Attend community events, meetings, and gatherings to enhance visibility and accessibility.
4. Collaborate with local social services, community organizations, and agencies to provide resources and support to families in need.
5. Connect residents with available services related to housing, education, healthcare, and social welfare.
6. Respond to crises within the community, such as domestic disputes or mental health emergencies, providing immediate support and resources.
7. Implement educational programs addressing topics like crime prevention, conflict resolution, and community safety.
8. Specifically address the needs of residents and support staff of the Brookline Housing Authority, offering assistance in accessing essential services.
9. Mediate disputes within the community and provide conflict resolution assistance to prevent escalation.
10. Develop and implement preventive measures to reduce crime, enhance community safety, and improve the overall well-being of families.
11. Co-respond to calls with department social worker(s), collaborating to achieve positive outcomes.

12. Demonstrate cultural competence and sensitivity when working with diverse populations within the community.
13. Stay updated on relevant training to enhance skills in community engagement, crisis intervention, and social services.
14. Conduct periodic patrols of public-school grounds and other open spaces during non-school hours.
15. Perform other duties as assigned by the Chief of Police or the Commanding Officer of the Community Service Division.