

Activities

Human Relations Representative

The activities of the Human Relations Representatives in the Community Relations Division are informed by their background/experience, observations, and acquired knowledge, which is constantly being expanded, updated and revisited.

Principles

Underlying the work of our Community Relations Division Human Relations Representatives is a philosophy that drives their prevention activities, consistent with the guiding principles of CRD. These principles, simply stated, direct our CRD representatives to:

- Take a proactive, field-based approach.
- Encourage community ownership of problem.
- Harness motivating energy of conflict.
- Utilize self-interest.
- Support community-based leadership.
- Build mutual trust.
- Level the playing field (empowerment vs. advocacy).
- Network and build coalitions.

Vision

The goal of our Community Relations Division Human Relations Representatives is to integrate their approach, distinguished by their experiences and skills, with the underlying principles of the Community Relations Division. To do so, a personal vision for their work has emerged, which they revisit annually to ensure that their activity is congruent with it:

The personal vision for our Community Relations Representatives is to serve as a capacity-building catalyst towards mutually satisfactory resolution for individuals and groups affected by interpersonal/inter-group conflict or tension, emphasizing personal responsibility, collaboration, resource utilization, and positive action.

Prevention/Education Activities

In implementing the principles of CRD consistent with this personal vision, our Community Relations Division Human Relations Representatives:

- Maintain an ongoing presence in the field through participation in community events, activities and meetings.

- Encourage and offer technical assistance to residents and groups to organize, develop good lines of communication with one another (networking, relationship and coalition building, etc.), identify, share, and utilize resources, and assist in the development of ongoing vehicles or processes to sustain this.

- Respond in a timely fashion and support timely community actions encouraging residents/groups to identify their issues and needs and develop strategies to satisfy them.

- Cultivate residents as potential leaders and provide access to technical support and opportunities to develop their leadership capacity.

- Interact with all parties sensitively and supportively and acknowledge all views; assist residents to understand and respect the divergent views, customs, and attitudes of others and to build relationships with them.

- Identify and assist in gaining access to advocacy, training, education, civil rights, law enforcement, and other supportive resources and opportunities that residents and/or communities might desire or require.

- Identify groups, agencies, residents and resources as appropriate that may serve as partners or provide assistance, support or resources for individuals/groups and

- Nurture ongoing professional relationships,
- Provide information about and access to them,
- Encourage collaborative, cooperative efforts.