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Community Case Manager

JOB CODE	JOB FAMILY	PROFILE
JCV447	**Health and Social Services**	**Community Case Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$21.15 - $30.13**	**October 19, 2026**

The Community Case Manager provides case management and counseling services to assigned clients: assesses individual needs, determines appropriate levels of care, and coordinates referrals. This role supports clients in residential, community-based, and jail-based settings, and works closely with external agencies to connect clients to treatment, healthcare, legal, and social services.

Job Description

DUTIES AND RESPONSIBILITIES

- Conducts initial client interviews and gathers case histories to assess needs, addiction severity, and appropriate levels of care.
- Coordinates with community agencies to schedule and support client participation in treatment and support programs.
- Supports the reliability and effectiveness of client treatment, services, and rehabilitation efforts.
- Provides case management services by identifying needs and makes appropriate referrals for substance use treatment, behavioral health services, domestic violence support, medical care, and legal assistance.
- Establishes and maintains relationships with community partners and professionals to facilitate client support and service delivery.
- Collaborates with families, justice system personnel, and community resources to support client progress.
- Transports clients to appointments and other service providers as needed.

- Maintains accurate and timely case documentation, including case notes and reports.
- Prepares case files for regular review and participate in quality assurance processes.
- Delivers program-related services in residential, community, and correctional settings.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- Bachelor’s degree in Criminal Justice, Psychology, Sociology, or a related field.
- One (1) year of work experience in criminal justice, social work, counseling, or a related field.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

PREFERENCES

- Licensed Substance Abuse Associate (LSAA) preferred.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- All positions may be required to work various shifts and scheduled per department needs.
- Pursuant to the criminal history screening for Caregivers Act, Section 29-17-1 through Section 29-17-5 NMSA 1978, new hires at the Behavioral Health Services facility will be required to complete caregiver criminal history screening for all caregivers. Conviction of a disqualifying condition is cause for termination or sufficient reason not to hire if applicant has a disqualifying condition on their record at time of application.

WORKING CONDITIONS

- A majority of essential duties are performed indoors in a temperature-controlled environment.

- Outdoor duties are sometimes required in performance of essential duties and worker is exposed to natural weather conditions while performing outdoor duties.
- Worker may be exposed to intermittent noise and vibration, a variety of fumes and odors, contagious diseases and potentially hostile and dangerous situations.
- Indoor working surface is even and may be carpeted or tiled.
- Indoor surfaces are typically dry and may involve the use of stairs.
- Outdoor surface may be even or uneven and may be wet or dry.
- Outdoor duties may involve the use of stairs or ladders and may be performed on inclines or hills.
- Outdoor surfaces may include natural ground, asphalt, or concrete.
- Work hazards or potential work hazards include those of a treatment facility environment with exposure to noise and dangerous situations that could involve serious bodily injury and other health hazards.
- Work hazards include high stress level of work and operating of a vehicle.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- Worker may handle first aid and oxygen equipment on an occasional basis.
- Materials and products typically handled in the performance of administrative duties include a wide variety of forms and paperwork, reports, various writing utensils and a wide assortment of other basic office supplies and materials.

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver’s License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.