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Social Services Coordinator

JOB CODE	JOB FAMILY	PROFILE
JCP113	**Health and Social Services**	**Social Services Coordinator**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$22.81 - $36.01**	**August 30, 2026**

The Social Services Coordinator, under general direction from supervisor, is responsible for the intake, interview and assessment of inmates in accordance with pertinent Federal, State laws and departmental policies and procedures. Reviews inmate history and records to determine eligibility for social services benefits/program which is not limited to: housing, shelters, treatment, food stamps, Medicaid, discharge planning, medical service centers, community custody, and other pertinent resources. Confidentiality and knowledge of Federal and State laws and regulations are critical in carrying out assignments. This is a correctional facilities work environment which requires direct interactions with inmates who are designated at various levels of classifications.

Job Description

DUTIES AND RESPONSIBILITIES

- Conducts case management services for assigned inmates; assesses inmates' needs including but not limited to: drug and alcohol abuse, domestic violence, behavioral health, and provide reentry resources.
- Acts as key point of contact for assigned units/inmates to solicit for and assists in the enrollment for benefits/enrollment/eligibility programs.
- Conducts initial interviews with inmates; reviews prior history of detention or arrest; reviews documents from other facilities or prisons as required; prepares, maintains, and updates inmate files, consulting with other department staff and outside professionals to ensure the proper discharge planning to include processing of social services documentation.
- Responsible for the timely and accurate documentation and reporting of case management processes; maintains case notes and complete associated documentation.

- Creates and maintains partnerships to facilitate effective social services initiatives and outcomes.
- Serves as liaison with community benefit providers and MDC.
- Monitors program compliance with laws, rules and regulations related to case management services policies and other standard operating procedures.
- When assignment is located at the Community Custody Program (CCP), acts as primary liaison and performs focused services with all facets of the criminal justice system by facilitating classification to CCP by court order or through a review process and ensure timely and accurate follow-up on all aspects of communication, to include reporting and recording requirements and other duties related to CCP as outlined above.
- Performs other job-related duties as required or assigned.
- *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 related field.
- Three (3) years of work experience in criminal justice, social work, counseling, case management or related field; OR any related combination of education from an accredited college or university or related experience totaling seven (7) years in criminal justice, social work, counseling, case management or related field. Related education and experience may substitute for the required education and experience and may be interchangeable on a year for year basis.
- Knowledge of the basic operations, services and activities of a correctional program, program development and implementation, and the operation of the court system.
- Knowledge of community social services and benefits available to inmate's reentering the community.
- Knowledge of counseling and case management techniques.
- Knowledge of the methods and techniques of determining security level required for individuals and the principles and practices governing inmates' rights.
- Skill in the use of computers to generate reports and maintain records.
- Ability to interview and evaluate inmates for program eligibility and the ability to interpret court documents.
- Ability to express ideas clearly and concisely, in oral and written English.
- Ability to work flexible schedule to include evening and weekend hours.
- Ability to analyze hazardous situations in a rational, mature and confident manner and to act effectively; to remain calm and effective under stressful situations.
- Ability to interact effectively and professionally with administration, subordinates, co-workers, inmates, and the general public.
- Ability to analyze problems, identify alternative solutions; project consequences of proposed actions and implement recommendations in support of goals.

- Ability to establish and maintain effective relationships with staff, subordinates, County officials, and the general public.

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

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.
- Employee must successfully complete and attain within nine (9) months from date of hire: 1) National Institute of Corrections Evidence Based Practices, Course #4, "Essential Elements of Case Planning, and 2) the Medicaid Presumptive Eligibility training program through the State of New Mexico.

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.
- Work hazards or potential work hazards include those of a correctional facility environment with exposure to noise and dangerous situations that could involve serious bodily injury and other health hazards.
- 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.
- Employee may be required to work a flexible schedule.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used to perform administrative duties includes the telephone, computer, telefax machine, photocopy machine, and pager.
- 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.

NOTE

- You are not required to disclose information about physical or mental limitations that you believe will not interfere with your ability to do the job. On the other hand, if you want the employer to consider special arrangements to accommodate physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.

MENTAL FUNCTIONS

- Must be able to listen to inmates and provide counseling to them in areas involving their daily living skills, social skills, work/study habits and interpersonal relationships.
- Must be able to generate written reports, business letters, or summaries, using prescribed format.
- Must be able to understand written reports pertaining to inmates, including academic, psychological, or medical reports.
- Must be able to conduct group counseling sessions and participate in group meetings.
- Must be able to work and communicate effectively with different kinds of people, in a variety of situations.
- Must be able to ask questions of supervisor and be able to listen to and follow verbal directions in English.
- Must be able to speak and write clearly in order to communicate essential data.
- Must be able to communicate verbally with co-workers as well as the general public and inmates.
- Must be able to maintain concentration and attention to duties while performing work.
- Must be able to quickly and accurately assess emergency situations and act appropriately.
- Must be able to maintain composure, concentration and attention while under extremely stressful situations.
- Must be able to apply principles of logic, scientific or medical thinking to define the problems, collect data, establish facts and draw valid conclusions.
- Must possess the ability to make generalizations, evaluations, or decisions based on sensory or judgmental criteria.
- Must be able to apply sound reasoning and judgment in the performance of all essential functions.

PHYSICAL FUNCTIONS

- Work is primarily sedentary, with opportunities to stand/walk as needed typically being available throughout the workday.
- Must be able to stand/walk on even or uneven surfaces for approximately four hours at a time up to eight hours per day.
- Must be able to work with arms bent or extended away from body or overhead and be able to push/pull with arms as needed.
- Must be able to crouch and kneel occasionally.
- Must be able to bend at the waist and twist/rotate waist as needed on a frequent basis.
- Must be able to use hands and fingers in order to grasp/manipulate various equipment and materials needed to perform duties and responsibilities.
- Must be able to coordinate use of hands and eyes in operation of equipment such as telephone, and computer.

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.