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Substance Abuse Technician

JOB CODE	JOB FAMILY	PROFILE
JCV331	**Health and Social Services**	**Substance Abuse Technician**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$18.60 - $26.50**	**November 8, 2026**

The Substance Abuse Technician provides support to individuals requiring social, behavioral health, or substance abuse assistance. Maintains accurate documentation, supports program operations across various settings, and stays informed on best practices in community health, harm reduction, and rehabilitation services.

FUNCTIONAL AREA

SOCIAL SERVICES

The Social Services Technician provides professional-level case management services to individuals in need of assistance. This position assesses client needs, coordinates support services, and advocates on behalf of clients to promote well-being, stability, and access to care. The technician documents service delivery and progress, supports program operations in various settings, and maintains current knowledge in community health, harm reduction, and behavioral health services.

SUBSTANCE ABUSE

The Substance Abuse Technician provides professional-level support in the treatment and rehabilitation of individuals struggling with drug and alcohol addiction. This position delivers detoxification services, facilitates therapeutic activities, and monitors client progress in accordance with treatment plans. The technician works directly with clients and collaborates with a multidisciplinary team to support recovery, education, and reintegration into the community.

Job Description

DUTIES AND RESPONSIBILITIES

FUNCTIONAL AREA

SOCIAL SERVICES

- Obtains relevant information about clients through interview, assessment, and case history to determine the client's case management needs, existence, or level of addiction severity. Assists in the determination of proper therapeutic approaches and level of care and reports client adherence to program goals and objectives.
- Works in conjunction with other department staff to administer scheduled program curriculum and other activities utilized for treatment and rehabilitation.
- Processes new clients, i.e., issuance of clothing, orientation to the rules of facilities, and assists clients with daily activities, events, and informational literature.
- Provides customer service and advocacy on behalf of clients.
- Responsible for the timely and accurate documentation and reporting of case management processes. Maintains case notes and associated documentation.
- Prepares case files for periodic review and quality assurance.
- Performs department program related duties in residential, community, and jail-based settings.
- Transports clients to appointments and other service locations outside of assigned program.
- Receives guidance and training from Program Supervisors and Coordinators within the division.
- Maintains current knowledge base in social service and community health issues as it relates to case management, homelessness, criminal justice, harm reduction and substance use through conferences, educational training and networking with other agencies or groups.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents, or decisions that require maintaining confidentiality of sensitive information.
- ***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.***

SUBSTANCE ABUSE

- Obtains relevant information about clients through interview, assessment and case history; assists and supports clients through addiction detoxification and recovery; observes, intervenes, and reports client adherence to program goals and objectives.
- Works in conjunction with other department staff to administer scheduled program curriculum and other activities utilized for treatment and rehabilitation of substance abuse.
- Gathers and researches data utilized to track the reliability and validity of treatment that has been provided; makes recommendations regarding modification of services and service delivery.
- Processes new clients, i.e., issuance of clothing, orientation to the rules of facilities and assists clients with daily activities, events, and informational literature.

- Will provide education to individuals and groups in the community and facilitate group presentations and workshops.
- Transports clients to appointments and other service locations outside of assigned program.
- Maintains progress notes and documents on behavioral incidents through observation of clients and maintain confidential records.
- Participates in reviews of job performance and adhere to recommended measures for change.
- Receives guidance and training from Program Supervisor within the division.
- Maintains current knowledge base on counseling issues regarding substance abuse through conferences, educational training and networking with other agencies or groups.
- Performs other job-related duties as assigned or required.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- ***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

- High School Diploma or GED.
- Two (2) years of work experience involving substance abuse, healthcare, law enforcement, emergency management, or corrections.

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

SUPPLEMENTAL INFORMATION

PREFERENCES

SOCIAL SERVICES

- Bilingual (English & Spanish) preferred.

SUBSTANCE ABUSE

- Experience as a Certified Nursing Assistant (CNA) or Emergency Medical Technician (EMT) 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.
- Pursuant to the criminal history screening for Caregivers Act, Section 29-17-1 through Section 29-17-5 NMSA 1978, new hires at the MATS 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.
- Employee may be required to work different shifts and program reassignments.
- May be required to work mandated overtime as needed.
- 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.

WORKING CONDITIONS

SOCIAL SERVICES

- 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 work surface is even, dry, carpeted or tiled floor.
- 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.

SUBSTANCE ABUSE

- Essential job duties are performed indoors in climate-controlled environment.

- Indoor work surface is even, dry, carpeted or tiled floor.
- Works alone primarily, with or without directions. Works with groups and with a select team at times

EQUIPMENT, TOOLS, AND MATERIALS

SOCIAL SERVICES

- Equipment typically used in the performance of duties includes telephone, two-way radio, computer, printer, and copy machine.
- Worker may handle first aid and AED 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.

SUBSTANCE ABUSE

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- Various forms of paperwork are handled in performance of essential job duties.

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.