Human Resources
505.468.1500
415 Silver, 5th Floor
Albuquerque, New Mexico 87102
HR@bernco.gov
www.bernco.gov

Youth Services Case Manager

JOB CODE	JOB FAMILY	PROFILE
JCV446	**Health and Social Services**	**Youth Services Case Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$21.15 - $30.13**	**June 29, 2026**

The Youth Services Case Manager (U) performs initial interview, screening, and assessment of residents of the Youth Services Center, and provides case management services that includes alternative detention programs. Performs a variety of professional and technical duties in support of assigned area of responsibility.

Job Description

DUTIES AND RESPONSIBILITIES

- Receives cases and completes screening and assessment interviews with residents.
- Facilitates resident access to detention services and community resources.
- Assists residents and their families in accessing and negotiating through the juvenile justice process, including but not limited to, attorney and Juvenile Probation and Parole Office (JPPO) contacts and treatment providers.
- Assists residents in developing and establishing contacts with social support networks.
- Assists in development and coordination of resident service plans with social workers and/or counselors.
- Assists residents in obtaining Medicaid and other benefits/services.
- Completes and maintains proper documentation and records for residents pertaining to behavioral health services.
- Coordinates and monitors resident services, including but not limited to, tracking service plan activities.

- Serves as a member of the Behavioral Health team and coordinate case management assessments with members of multi-disciplinary teams.
- Consults with other department staff and outside professionals as needed to ensure the proper care and processing of residents and their records.
- Provides supportive counseling to residents as needed during case management process. Establishes and maintains contact with community agencies, resources, and professionals for the proper management of resident's case.
- 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

- High School Diploma or GED.
- Four (4) years of work experience in community health, social services, human services, or related field.

*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 a background investigation.

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 correctional facility environment with exposure to noise and dangerous situations that could involve serious bodily injury and other health hazards.
- Employee may be required to work a flexible schedule.
- Work hazards or potential work hazards include working in assignments and areas possibly exposed to infectious disease which require the use of an OSHA approved respirator

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.

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.