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Case Management Supervisor

JOB CODE	JOB FAMILY	PROFILE
JCM204	**Health and Social Services**	**Case Management Supervisor**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$61,339.00 - $96,866.00**	**October 2, 2026**

The Case Management Supervisor plans, coordinates, and supervises Social Services Coordinators. The supervisor provides direction and guidance to staff, oversees facility enrollment programs, and performs a variety of professional and technical duties in support of the assigned area of responsibility. This position is located in a secured facility, and work hours may extend beyond the standard 8:00 A.M. to 5:00 P.M. schedule as required. Employee supervision includes hiring and selection, training oversight, performance assessment, coaching, disciplinary action, and termination procedures.

Job Description

DUTIES AND RESPONSIBILITIES

- Supervises facility case management staff, including hiring recommendations, training, work allocation, problem resolution, and performance reviews. Consults with other department staff and external professionals to ensure proper care and processing of inmate records.
- Oversees all case management services and provides supervision, support, and consultation to Social Services Coordinators and other staff. Coordinates staffing and daily operations for assigned services, including monitoring functions.
- Guides staff on case planning, review, workload distribution, and departmental policies and procedures. Creates interagency partnerships to help inmates apply for benefits and complete interviews.
- Directs, coordinates, and reviews case management activities in collaboration with other divisions, agencies, and organizations.

- Participates in developing goals, objectives, policies, and priorities. Identifies opportunities to improve service delivery methods and procedures and recommends resource needs and process changes.
- Assists in creating alternative detention programs within the MDC system. Prepares schedules and assignments for case management staff.
- Provides information to families or designated individuals regarding community services, detention, sentencing, and release matters.
- Serves as a liaison between community benefit providers and MDC.
- Approves judgment and sentence orders received from District Court before assigning to case managers. Documents case management processes, creates case notes, completes records and reports, and makes recommendations when appropriate.
- Coordinates case management service activities with other divisions and external agencies. Monitors program performance and budgets and recommends and implements improvements for efficiency and effectiveness.
- Selects, trains, motivates, and evaluates staff. Provides or coordinates training, addresses performance deficiencies, and handles disciplinary and termination procedures.
- Responds to difficult staff or inmate questions and complaints. Ensures program compliance with laws, rules, and regulations.
- Participates in committees and professional group meetings. Prepares and presents staff reports.
- ***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.
- Seven (7) years of work experience in social work, counseling, case management, addiction treatment, or related field
- One (1) year of experience in a supervisory role.

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

SUPPLEMENTAL INFOMATION

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.

WORKING CONDITIONS

- Most essential duties are performed indoors in a temperature-controlled environment.
- Outdoor duties may be required, and the worker may be exposed to natural weather conditions.
- This position is located in a secured facility, and work hours may extend beyond the standard 8:00 a.m. to 5:00 p.m. schedule as needed.
- Work hazards include exposure to noise, potentially dangerous situations, and health risks associated with a correctional facility environment.
- Worker may encounter intermittent noise and vibration, fumes, odors, contagious diseases, and potentially hostile or dangerous situations.
- Indoor work surfaces are typically even and may be carpeted or tiled.
- Indoor duties may require use of stairs.
- Outdoor surfaces may be even or uneven, and either wet or dry.
- Outdoor duties may involve stairs, ladders, 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 includes a telephone, computer, fax machine, typewriter, photocopier, and pager.
- Worker may occasionally use first aid and oxygen equipment.
- Materials handled include a wide variety of forms, paperwork, reports, writing utensils, and standard office supplies.