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

Certified Peer Support Worker

JOB CODE	JOB FAMILY	PROFILE
JCV530	**Health and Social Services**	**Certified Peer Support Worker**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$22.81 - $36.01**	**November 4, 2026**

The Certified Peer Support Worker (CPSW) assists peers through a helping relationship to promote respect, trust, warmth, and empower individuals to makes changes and decisions to enhance their lives. Assists peers and provides case management services in the process of recovery, to help build resilience, and provide hope that recovery is possible.

FUNCTIONAL AREA

SHERIFF'S OFFICE

Provides overall support services for clients utilizing the Bernalillo County Sheriff's Office Violence Intervention Program. Builds rapport and engages with participants in a peer-to-peer mentorship capacity, determines the best community-based partners for service referral, and represents the Sheriff's Office with considerable discretion, critical thinking, and independent judgment due to the mobile nature of the job and limited supervision.

Job Description

DUTIES AND RESPONSIBILITIES

- Obtains relevant information about clients through interview and case history to determine level of severity of substance misuse and/or mental health problems.
- Provides case management services for assigned clients based on needs identified and assists clients in following through with programs directed at treatment and/or rehabilitation.

- Assists clients in meeting goals established in Individual Service Plan.
- Assists clients in directing their own recovery and advocacy processes.
- Promotes client skills for coping with and managing symptoms, while facilitating use of natural support and enhancement of community living skills.
- Provides client activities that emphasize acquisition, development, and expansion of rehabilitation skills needed to move forward in recovery.
- Establishes and maintains contact with community agencies, resources and professional necessary for successful case management for clients.
- Transports clients to appointments and other service providers in the community.
- Documents case management process, maintain notes and complete records, forms and reports.
- Maintains ethical standards of practice, competence, conduct and integrity, confidentiality, responsibility to clients.
- Attends staff meetings and team conferences as assigned.
- 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.

FUNCTIONAL AREA

SHERIFF'S OFFICE

- Builds rapport and actively engages with participants in mentorship sessions.
- Assesses participant needs and determines appropriate community-based referrals.
- Represents the Sheriff’s Office while serving participants with discretion and independence.
- Utilizes knowledge of crisis intervention, mediation, and motivational interviewing to assist participants.
- Serves as a source of referrals, connecting participants with community resources and services.
- Works collaboratively with community organizations, businesses, and advocates.
- Prepares clear and concise reports and perform data entry tasks.
- Maintains strict confidentiality regarding client information.
- Communicates clearly and concisely in both oral and written forms.
- Manages multiple priorities to meet deadlines effectively.
- Establishes and maintains effective working relationships with internal and external stakeholders.

- 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

- Associate's degree in a related field.
- Three (3) years of experience working in Behavior Health environment.
- NM Certification as a Peer Support worker is required.

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

SUPPLEMENTAL INFORMATION

PREFERNCES

SHERIFF'S OFFICE

- Ability to work flexible hours, including evenings and weekends.
- Bilingual (Spanish and English preferred).
- Preferred knowledge in crisis intervention, mediation, and de-escalation techniques.

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 Bernalillo County Behavioral Health Services facility will be required to complete a 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.
- Upon hire must provide valid New Mexico Peer Support Certification.

WORKING CONDITIONS

- 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.
- Duties are performed on an even, usually dry surface, which may be concrete, tile, or carpet.
- Employee works with a select team without direct supervision and at times may work with a large group of people.
- 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.
- Employee may be required to work flexible hours.

EQUIPMENT, TOOLS, AND MATERIALS

- Telephone, calculator, computer, fax machine, and copy machine are used in performance of essential job duties.
- Various forms of paperwork are handled in performance of essential job duties.
- May operate a county vehicle as assigned.

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.