



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

SOCIAL AND COMMUNITY SERVICE COORDINATOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Social & Community Service Coordinator-B	B9151B	60	
Social & Community Service Coordinator-O	B9151O	65	
Social & Community Service Coordinator-A	B9151A	70	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Plans, organizes, or coordinates the activities of a social service program or community outreach organization. Oversee a program or organizational budget and policies regarding participant involvement, program requirements and benefits. Work may involve directing social workers, counselors, or probation officers.

Nature of Work

Employees in this classification are involved in the planning, development, interpretation, implementation and evaluation of social service programs, policies and procedures. The work of this class may include the provision of administrative review services for a variety of service programs or involve the administration of a specialized service area. Employees in this class may be required to act as case consultants, advocates or subject matter specialists in the assigned program area(s). Administrators of social service components in a department may provide supervision to professional, paraprofessional, clerical and other support staff.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Assists coworkers in providing social work services for programs with statewide impact such as a comprehensive protective services program.
- Performs standardized duties in relation to providing social work services; conducts interviews and assessments; reviews reports; and implementing components of broad social work programs, under supervision.

Recommended Education and Experience for Full Performance

Bachelor's Degree in Social Work, Psychology, Guidance and Counseling, Education, Sociology, Criminal Justice, Criminology, or Family Studies/Services and two (2) years of

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experience in any combination of working with communities, working on health or social service related matters, social work/case management experience, or behavioral health care.

Minimum Qualifications

Bachelor's Degree in Social Work, Psychology, Guidance and Counseling, Education, Sociology, Criminal Justice, Criminology and/or Family Studies/Services. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

Operational

- Provides social work services for programs with statewide impact such as a comprehensive protective services program.
- Uses independent judgment to provide social work services to the public, while participating in multi disciplinary team meetings.
- Provides in-service training in accordance with agency policies and procedures; prepare program reports; evaluate new and on-going programs and make recommendations for program modifications or changes in policies and procedures.
- May testify as a state witness.

Recommended Education and Experience for Full Performance

Bachelor's Degree in Social Work, Psychology, Guidance and Counseling, Education, Sociology, Criminal Justice, Criminology, or Family Studies/Services and three (3) years of experience in any combination of working with communities, working on health or social service related matters, social work/case management experience and/or behavioral health care.

Minimum Qualifications

Bachelor's Degree in Social Work, Psychology, Guidance and Counseling, Education, Sociology, Criminal Justice, Criminology and/or Family Studies/Services and two (2) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

Advanced

- Functions as a technical consultant or serves as program director for a social work services program with statewide impact such as a comprehensive protective services program.
- Reviews treatment plans, assessments, case records, legal reports, home studies, social/medical summaries, payments, and management information systems.
- Implements program policies and procedures; plan, develop, and evaluate social service program delivery of a broad scope; coordinate programs with other agencies
- Consults with co-workers regarding problems with case management and service delivery to ensure that appropriate services are provided.

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Recommended Education and Experience for Full Performance

Bachelor's Degree in Social Work and six (6) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care.

Minimum Qualifications

Bachelor's Degree in Social Work, Psychology, Guidance and Counseling, Education, Sociology, Criminal Justice, Criminology and/or Family Studies/Services and four (4) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience.

Knowledge and Skills

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Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Psychology — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

Therapy and Counseling — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Sociology and Anthropology — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and

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strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Law and Government

Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Speaking — Talking to others to convey information effectively.

Time Management — Managing one's own time and the time of others.

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001 **Revised:** 10/9/2013 (*substitution language amended*)

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.