



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

COMMUNITY AND SOCIAL SERVICE SPECIALISTS, ALL OTHER

Class Title	Class Code	Pay Band	Alt Pay Band*
Community & Social Service Spec, AO-B	G1099B	45	
Community & Social Service Spec, AO-O	G1099O	55	
Community & Social Service Spec, AO-A	G1099A	60	

**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

All community and social service specialists not listed separately.

Nature of Work

Community and social service specialists work involves planning, organizing and supervising investigations, inspections and assessments regarding children’s and family service programs. They establish and maintain files, investigate and analyze information obtained during eligibility determination processes. Community and social service specialists are responsible to make decisions that follow division guidelines and policies and state and federal requirements. They assist in setting policy and direction with developing and monitoring the program budget, monitoring compliance, and supervising staff. They direct and coordinate comprehensive planning functions and establish procedures, prepare reports on investigations and recommend improvements to the quality of case management and service delivery.

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

- Employees in this Role may suggest methods of program initiation, resources, technical assistance available, and assist in developing concepts.
- Employees establish and maintain files, analyze information of family/personal situations, obtain documents; file background information and analyze information and obtained during eligibility determination process.

Recommended Education and Experience for Full Performance

A high school diploma or GED and two (2) years experience as a social and/or community coordinator and/or social worker assistant.

Minimum Qualifications

High School diploma or GED and six (6) months experience as a social or community coordinator and/or social worker assistant.

COMMUNITY AND SOCIAL SERVICE SPECIALISTS, ALL OTHER

Operational

- Employees in this role interview clients, provide training and guidance regarding eligibility determinations; compose narratives; create and update case records; ensure accuracy of benefit authorizations; evaluate quality control findings; participate in meetings with civic organizations; conduct unit meetings and individual conferences.
- Employees coordinate and participate in multidisciplinary team meetings; receive recommendations for program modifications; evaluate new and on-going programs. Prepares program reports, compiles statistics and writes monthly evaluation reports on program usage.

Recommended Education and Experience for Full Performance*

Associates Degree in Social Sciences or Human Services and two (2) years of experience as a social and / or community coordinator or social worker assistant.

Minimum Qualifications

High School diploma or GED and two (2) years of experience as a social or community coordinator and/or social worker assistant.

Advanced

- Employees in this Role plan, organize, direct, coordinate and evaluate activity involved in the planning cycle; direct and coordinate comprehensive planning functions and budget review; coordinate planning and program development; establish procedures for effective program implementation; develop and execute administrative policy; remain abreast of changing policies, laws, regulations and national, state, regional and local trends; maintain and coordinate liaison activities between officials; monitor effectiveness and efficiency of programs; review eligibility determinations; design and implement training procedures; and provide assistance in complex cases and regarding problems with case management and service delivery.

Recommended Education and Experience for Full Performance

Bachelor's Degree in Social Work or Human Services and two (2) years of experience as a social and / or community coordinator and/or social worker assistant.

Minimum Qualifications

Associate's Degree in Social Sciences or Human Services and two (2) years of experience as a social worker or community coordinator and/or social worker assistant. 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.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

N/A

Statutory Requirements: N/A

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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: Non-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: 9/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

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.