



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### CHILD PROTECTIVE SERVICES (CPS) FAMILY CENTERED MEDIATOR

| <b>Class Title</b>                  | <b>Class Code</b> | <b>Pay Band</b> | <b>Alt Pay Band*</b> |
|-------------------------------------|-------------------|-----------------|----------------------|
| <b>CPS Family Centered Mediator</b> | <b>SFCM23</b>     | <b>SE</b>       |                      |

*\*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

Conduct family centered meeting (FCM) facilitation and provide consultation in case staffing for Child Protective Services cases.

#### Nature of Work

Facilitate family centered meetings (FCM), family group decision making (FGDM) and other facilitated meetings/staffings according to guidelines. Document efforts and plans in FACTS from staffings, other facilitations and FGDM following standard format according to type of meeting. Work collaboratively with internal and external partners to ensure the provision of quality services so as to achieve the goals of safety and well-being for children and families served by the Children, Youth and Families Department (CYFD).

#### Distinguishing Characteristics of Levels

*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.*

- Coordinate, participate and/or facilitate family centered meetings, FGDM, and/or multi-disciplinary meetings with families to develop appropriate case plans.
- Partner with community providers and other department service areas to assist families in enhancing their capacity to safely and to appropriately care for their children.
- Work with community providers with team decision making staffing (e.g. helping with training, technical assistance, community presentations, etc.).
- Identify and invite appropriate team members in the community to participate with family and CYFD staff.
- Help protective services worker identify areas/domains to be represented at staffing with potential resources.
- Maintain calendar of openings for staffing and other facilitated meetings and assist Protective Services workers in scheduling needed meetings.
- Assure confidentiality and makes sure proper confidentiality documents are signed.
- Explain meeting format, rules and processes to all participants.
- Adhere to meeting format and facilitate team through process according to meeting type.
- Enter staffing information in appropriate section of FACTS.

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- Document who attended meeting, discussion from team members, observations pertinent to family's safety plan, and details of safety plan.

### **Recommended Education and Experience for Full Performance**

Bachelor's Degree in Social Work, Psychology, Sociology, Criminal Justice, or Guidance and Counseling, from an accredited college/university 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. Must possess a current license in New Mexico as a Doctoral Level Psychologist, Psychologist Associate, LISW, LBSW, LMSW, LPC, LPCC, LMHC or LMFT or eligibility for such licensure in accordance with New Mexico requirements.

### **Minimum Qualifications**

Bachelor's Degree in Social Work, Psychology, Sociology, Criminal Justice, or Guidance and Counseling, from an accredited college/university and two (2) years of any combination of experience including working with communities on health or social service related matters, social work/case management experience, behavioral health and/or health care, and licensure in NM as a Doctoral Level Psychologist, Psychologist Associate, LISW, LMSW, LBSW, LPC, LPCC, LMHC or LMFT or eligibility for such licensure in accordance with NM requirements; **OR**,

A Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Services from an accredited college/university and four (4) years of any combination of experience including working with communities on health or social service related matters, social work/case management experience, behavioral health and/or health care.

### **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.*

### **Knowledge**

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment

**Therapy and Counseling** — Knowledge of principles

**Psychology** — Knowledge of human behavior and performance; individual differences in ability

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words

**Education and Training** — Knowledge of principles and methods for curriculum and training design

**Public Safety and Security** — Knowledge of relevant equipment

**Sociology and Anthropology** — Knowledge of group behavior and dynamics

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### Skills

**Service Orientation** — Actively looking for ways to help people.

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

**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.

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

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**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.

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

**Persuasion** — Persuading others to change their minds or behavior.

**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:** 10/12/2012

**Revised:** 3/28/2014; 8-24-2018: Job and Pay code change.

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*