



# Rio Arriba County

## JOB DESCRIPTION VACANCY

### CASE MANAGER II

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<b>DEPARTMENT:</b>	RACSTOP
<b>PRIMARY LOCATION:</b>	ESPANOLA
<b>SALARY CLASSIFICATION:</b>	[C-11 PER-SCHEDULE]
<b>SALARY:</b>	\$22.44 TO \$28.09 HOURLY / \$46,675.20 TO \$58,427.20
<b>POSITION STATUS:</b>	FULL TIME
<b>FLSA CLASSIFICATION:</b>	NON-EXEMPT
<b>CLOSING DATE:</b>	<b>OPEN UNTIL FILLED</b>
<b>POSTING DATE:</b>	<b>14 APRIL, 2025</b>

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*The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by employees in this classification; only to provide a summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties. This is not an all-inclusive list of all responsibilities, duties and skills required of personnel in this classification. Duties, responsibilities and activities may change at any time with or without notice.*

#### **Primary Summary:**

Under general supervision of R.A.C.S.T.O.P. Intensive Outpatient Treatment, Louise Sanchez, Director or designee, the case manager's primary function is to address the individualized case management needs of RAC STOP IOT participants. The Case Manager works in coordination with community agencies to address the broad array of client needs through the creation of comprehensive care plans, the assessment of client needs, the connection to needed services, and the monitoring of progress. The Case Manager may perform duties that include outreach, prevention, crisis intervention, health education, referral for substance abuse and mental health counseling, and benefits counseling all while maintaining the confidentiality of all privileged information.

#### **Duties and Responsibilities:**

- Perform community outreach to a wide range of local and regional agencies that provide social, medical, behavioral health, judicial, employment, education and basic needs services.
- Provide comprehensive case management to RAC STOP IOT clients.
- Create plans of care for clients through screening and assessment procedures
- Refer clients to appropriate services and programs across a continuum of care
- Advocate for clients with agencies and service providers to minimize barriers to client receiving services.
- Develop relationships with agencies providing a wide range of services, such as supporting stable housing, utilities, transportation, legal advocacy, medical and behavioral health care.



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- Document clients' progress as required and maintains appropriate client records in compliance with State and Federal regulations.
- Establish and maintain working relationships with organizations and individual clients and families.
- File all required paperwork in a timely manner to include discharge and file closures
- Actively participates in staff meetings and trainings
- Collect data and generate reports when needed
- Maintain confidentiality of all privileged information.
- Perform other duties as assigned or required.

#### **Minimum Qualifications:**

- Two years' experience providing case management or care coordination individuals diagnosed with mental health or substance use disorders.
- Successful completion of thorough background investigation including an FBI fingerprint check. Must not have been convicted of a felony.
- Shall be able to maintain a valid New Mexico driver's license or obtain one within one (1) month of hire.

#### **Recommended Qualifications:**

- Successful completion of thorough background investigation, [OPTIONAL... may including FBI fingerprint check. Must not have been convicted of a felony].
- Shall be able to maintain a valid New Mexico driver's license or obtain one within one (1) month of hire.

#### **Preferred Qualifications:**

- Five years' experience working with individuals from diverse backgrounds.
- Possesses a minimum of a A.A. degree in related field
- Ability to communicate verbally in Spanish.
- Ability to work with individuals diagnosed with mental health and substance use disorders

#### **Knowledge, Skills and Abilities:**

- Knowledge of local and regional agencies providing a range of human services.
- Knowledge of substance abuse, mental illness issues, and recovery-oriented support groups.
- Knowledge of Medicaid, Medicare, Health Insurance Exchange and Provider Plans.
- Knowledge of Health Insurance Portability and Accountability Act (HIPAA)
- Knowledge of case management principles and maintaining client files.
- Ability to act in an independent and conscientious manner using sound judgment.



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- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to communicate effectively, both orally and in writing.

#### **Physical Demands:**

While performing the duties of this job, the employee routinely sits, stands, walks, talks and hears. The employee regularly uses manual dexterity and visual acuity to complete tasks. The employee may occasionally lift and/or move up to fifty (50) pounds. If an item is above fifty (50) pounds in weight then two or more County staff members will team up to lift the object.

#### **Work Environment/Conditions:**

Work is performed in a professional office environment with a moderate noise level, occasionally working under stressful conditions and for extended periods of time. Work is performed in facilities within Rio Arriba County with primary functions split between the Tierra Amarilla and Espanola Annex offices. This position is routinely exposed to Visual/Video Display Terminal (VDT) and extensive personal computer and phone usage. Evening, holiday, and weekend work outside of normal business hours may be required as well as travel and attendance at meetings. Must be available for planned and emergency maintenance and to provide customer support 7x24x365 for enterprise computing and software environments and in the event of County emergencies.

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#### **County position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:**

- Demonstrate regular and reliable attendance
  - Work well with others and participate fully in a team-oriented environment
  - Interface with other employees and customers in a courteous and respectful manner
  - Project positive support of their department and all county organizations at all times
  - Maintain and enhance the county's commitment to customer service excellence
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Working Conditions for individual positions in this classification will vary based on each departments' 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.

#### **Conditions of Employment:**

Successful completion of thorough background investigation. Must pass a pre-employment drug screening and MVD check. Employees must comply with the safety guidelines of the county and follow the HIPPA Guidelines Manual - Policies and Procedures. Must possess and maintain a current driving course certificate from Rio Arriba County or must pass and receive a defensive driving course certificate within (30) days of the date of hire as a condition of continued employment.

**Please send an e-mail with your Letter of Interest,  
Resume and Job Application to:**

**[JobApplications@rio-arriba.org](mailto:JobApplications@rio-arriba.org)**

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*P.O. Box 127 \* Tierra Amarilla, New Mexico 87575 \* Phone (575) 588-7254 \* Fax (575) 588-7810*

*Espanola Annex \* 1122 Industrial Park Road \* Espanola, New Mexico 87532 \* Phone (505) 753-2992 \* Fax (505) 753-9397*

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