



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 123174-25

OPENING DATE: 10/09/2025
CLOSING DATE: 01/08/2026 or
Until Filled
POSTED: IN/OUT

POSITION: Community Support Case Manager
PAY GRADE: E5 (\$26.30/hr. - \$36.83/hr.)
FLSA STATUS: Exempt
POSITION TYPE: Full-Time
FUNDING SOURCE: Settlement Funded
DEPARTMENT: Health Services
REPORTS TO: Tribal Opioid Response Program Manager
BACKGROUND LEVEL: Child/Elder

JOB PURPOSE: Coordinates and provides services and resources to individuals and families affected by Opioid Use Disorder (OUD), Substance Use Disorder (SUD), mental illness, or domestic violence; helps to improve quality of life and promotes rehabilitation and recovery. Provides emergency crisis services and intervention. Works with the pueblo's service providers to improve clinical outcomes and increase patient satisfaction.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Community Support Case Manager will provide case management services for assigned clients, perform a variety of professional and technical duties in support of assigned areas and obtain information about client through interview and case history to determine the client's specific needs.
- Assist in the determination of proper therapeutic approaches and referral.
- Assists the client in obtaining access to and coordination of necessary rehabilitative, medical and other services to include financial and medical benefits, medical evaluation and treatment, safe affordable and stable housing, and provision of support, and legal assistance and/or requirements as needed.



- Works with the individual and family to identify personal strengths, needs and barriers to attaining self-identified goals; conducts ongoing assessments to determine if the services accessed are meeting or have adequately met the individual's needs. Work in conjunction with community agencies and assist client in scheduling and follow through with programs and other connections to care
- Provides crisis intervention as needed; identifying and providing emergency services as needed.
- Facilitates and encourages the development of skills in the following areas; activities of daily living, interpersonal coping, socialization, & community functioning.
- Promotes prevention of, OUD, SUD, suicide and domestic violence through community meetings and public education.
- Builds and maintains collaborative relationships with community agencies and community groups; represent the department at community meetings.
- Participates in health fairs, presentations and community functions to increase community awareness of services and resources available.
- Establish and maintain contact with community agencies, resources and professionals necessary for proper case management of clients.
- Transport clients to appointments and other service providers in the community.
- Responsible for the timely and accurate documentation and reporting of case management processes; maintain case notes and associated documentation.
- Offer direct support to improve life skills, access resources, and navigate systems.
- Coordinates and monitors use of services; including comprehensive tracking of client activities in relation to care plan such as attendance to all scheduled appointments, reviewing documentation of providers, and maintaining contact with providers.
- Attends staff meetings; provides verbal communication on complex clients and receives new referrals.
- Prepares weekly statistical reports and client status reports.
- Maintains standards and practice in accordance with applicable laws, regulations and requirements, as well as professional standards.
- Enhances professional growth and development through participation in educational programs, reading current literature, attending meetings and workshops.
- Maintains confidential information.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- Bachelor's Degree in Psychology, Social Work, Addiction or closely related field.
- Three years' work experience in case management or clinic social work is required; or equivalent combination of education and experience.
- CPR Certification.
- Must be able to pass a TB screening.



- Must provide written copy of immunization record prior to employment.
- Valid New Mexico driver's license with ability to meet Pueblo of Isleta liability insurance requirements and maintain eligibility for insurance.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of applicable federal, state, county and local laws, regulations, and requirements.
- Knowledge of the theory, principles and practices of clinical, developmental and counseling psychology.
- Knowledge of the theory, principles, practices and treatment of alcohol and drug abuse.
- Knowledge of patient outreach services and activities, funding agencies, and community health care and vocational services.
- Knowledge and understanding of the Isleta Pueblo culture, tradition and values.
- Skill in working with children, adolescents and families.
- Ability to work extended hours including nights, weekends and holidays.
- Skill in operating various word-processing, spreadsheets, and database software programs.
- Ability to plan, implement, and evaluate individual patient care programs.
- Ability to maintain confidentiality.
- Ability to work independently and meet strict time lines.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to establish and maintain good working relationships with the individuals of varying social and cultural backgrounds.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:

- Work is performed in a typical interior/office environment.
- Exposure to behavioral problems and other risk situations that may require crisis management and other techniques to protect self and client.
- Frequent interaction with the public.
- Noise level is usually moderate.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.

EMPLOYEE'S CERTIFICATION:

I acknowledge receipt of this job description and my supervisor has discussed it with me.



Employee's Signature

Date