



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### SOCIAL WORKERS, ALL OTHER

Class Title	Class Code	Pay Band	Alt Pay Band*
Social Workers, All Other-B	G1029B	55	
Social Workers, All Other-O	G1029O	60	
Social Workers, All Other-A	G1029A	65	

*\*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 social workers not listed separately.

### Nature of Work

Social workers assist people by helping them cope with and solve issues in their everyday lives, such as family and personal problems and dealing with relationships. Some social workers help clients who face a disability, life-threatening disease, social problem, such as inadequate housing, unemployment, or substance abuse. Social workers also assist families that have serious domestic conflicts, sometimes involving child or spousal abuse. Additionally, they may conduct research, advocate for improved services, or become involved in planning or policy development.

### 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 assist in conducting initial assessments of intake/referrals and requests for services to evaluate appropriateness of services needed.
- Employees improve social and psychological functioning of children and their families; provide case management services, present case findings, and review case records; assist in providing psychotherapy to individuals, families, couples, children, and groups; maintain accurate records and progress notes; and assist with treatment and discharge planning and risk assessments.

### Recommended Education and Experience for Full Performance

Associate's Degree in Human Services or Social Sciences and four (4) years of experience in mental health or substance abuse counseling.

### Minimum Qualifications

High School diploma or GED and two (2) years of experience in a mental health and/or substance abuse counseling environment.

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### Operational

- Employees in this Role provide direct psychotherapy and conduct case follow-up, coordinate programs, and evaluate social service program delivery.
- Employees prepare administrative reports, provide consultation and in-service training to staff; conduct interviews for intake, assessment, referral, and reassessment; recommend service delivery; provide crisis and/or emergency services; maintain case records and management information systems; observe and describe behavior and interaction; recruit and train foster and adoptive parents; and counsel clients/families in behavior management.

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

Bachelor's Degree in Human Services, Social Sciences, Social Work or Counseling and two (2) years of experience in mental health or substance abuse counseling.

### Minimum Qualifications

Associate's Degree in Human Services or Social Sciences and two (2) years of experience in mental health and/or substance abuse counseling. 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.

### Advanced

- Employees in this Role provide consultation in case management, service delivery, assessment, policies, and procedures.
- Employees recommend program development to provide needed services or changes in policies and procedures; direct and implement program policies and procedures; consult on case analysis findings and make recommendations; perform DSM-IV diagnosing; provide in-home, family-based assessment, crisis-intervention and treatment; complete advanced and specialized psychosocial assessments, treatment plans, client progress reports and discharge plans; and execute the goals and objectives of the treatment plan.

### Recommended Education and Experience for Full Performance

Bachelor's Degree in Human Services, Social Sciences, Social Work or Counseling and four (4) years of experience in mental health or substance abuse counseling.

### Minimum Qualifications

Bachelor's Degree in Human Services, Social Sciences, Social Work or Counseling and two (2) years of experience in mental health and/or substance abuse counseling. 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.

### 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

**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.

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**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.

**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.

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

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

**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.

**Philosophy and Theology** — Knowledge of different philosophical systems and religions. This includes their basic principles, values, ethics, ways of thinking, customs, practices, and their impact on human culture.

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

### Skills

**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.

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

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

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

**Coordination** — Adjusting actions in relation to others' actions.

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

**Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

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

### Statutory Requirements:

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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](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*