Title: TC Community Support Worker

Effective Date: 8/1/2025

Job Title: TC Community Support Worker

Supervisor: Clinical Director

Position Summary:

The Community Support Worker provides essential support to justice-involved individuals as they work towards community reintegration. The CSW will be responsible for providing Comprehensive Community Support Services (CCSS) to clients experiencing serious mental illness (SMI) and/or co-occurring substance use disorders in a residential setting. CCSS services are to be conducted in accordance with BHSD/NMAC standards. As a CSW, staff will assist clients in gaining stability and functioning in 8 domains. This involves connecting clients to resources, offering guidance, and promoting independence through personalized support plans. This intensive case management will be conducted in collaboration with the client and other relevant staff members. This position requires ongoing communication with Probation and Parole in support of client reintegration. Case management services encompass crisis intervention, relapse prevention support, and emergency services. Services will be provided both in office and in the community as needed.

Key Responsibilities:

- Collaborate with clients to establish personalized treatment goals and objectives.
- Conduct intake assessments and regular evaluations to determine the residents' needs and progress.
- Development of service/treatment, crisis, and discharge plans in conjunction with client.
- Support clients in fulfilling treatment plans and achieving goals. Ensure appropriate progress and re-evaluate goals with each client on a regular basis. Assist clients in facilitating the removal of barriers to benefits and their personal goals.
- Facilitate group sessions, community meetings and community activities to promote engagement and interpersonal skills.
- Collaborate with a multidisciplinary team, including therapists, and other support staff, to ensure a holistic approach to care.
- Maintain accurate and confidential client records and documentation in compliance with regulatory standards.
- Prepare reports on client progress and outcomes for regular case reviews and evaluations.

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- Connect clients with community resources, services, and support systems to enhance their well-being.
- Assist clients in navigating healthcare, housing, employment, and educational opportunities.
- Advocate for clients' rights and needs within the therapeutic community and the larger community.
- Promote a culture of empathy, respect, and inclusion within the therapeutic community.
- Participate in agency-wide meetings, trainings, events, and initiatives. Complete and document 20 hours of training annually in order to maintain compliance as a CCSS provider.
- Maintain regular communication with Probation and Parole department, including treatment prognosis.
- Facilitate appropriate discharge planning to ensure continuity of care, support client stability, and reintegration into the community.
- Complete critical incident reports in a timely manner and ensure appropriate follow-up.
- Uphold professional boundaries, including avoidance of any dual relationships (i.e. personal, vocational, social or other overlapping interactions)
- Other duties as assigned.

Required Skills and Qualifications:

- Certified Peer Support Worker (CPSW) or High School Diploma/Equivalent and a minimum of three years of experience work with target population, or an associate's degree in a human service field and a minimum of two years of experience, or a bachelor's degree in a human service field and one year of experience.
- High School Diploma or Equivalent is required.
- Relevant certification or licensure in social work or counseling is a plus.
- Obtained state-approved Comprehensive Community Support Services training certificate, or ability to obtain this certificate within 90 days of hire.
- Previous experience working in a therapeutic community, residential setting, or similar environment.
- Strong communication and interpersonal skills, with the ability to build rapport with individuals from diverse backgrounds.
- Empathy, patience, and a non-judgmental attitude toward clients.
- Ability to work collaboratively in a team environment while also demonstrating independence in managing caseloads.

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- Knowledge of community resources and programs available to residents.
- Must have an understanding of the dynamics of substance abuse, mental health issues, homelessness, interpersonal violence, and harm reduction.
- Must possess a valid New Mexico driver's license, a clean driving record (no DUIs within the last 5 years), and proof of insurance; able and willing to travel locally as needed.
- Must possess ability to follow through with guidelines set forth in the Prison Rape Elimination Act (PREA).
- This position is subject to a Criminal Background Check.
- Cannot be on probation/parole supervision or have any current pending criminal charges.

Physical Demands:

- Regular and consistent use of phone required.
- Regular and consistent use of keyboard and mouse.
- Ability to climb stairs on occasion.
- Must be able to occasionally lift up to 25 pounds.
- Consistent sitting for many hours at one time. Majority of day (50%+) is spent sitting at a desk.
- Additional challenges may arise, at which time CRFW may revise this job description.

Job descriptions are intended to present a general list of tasks/duties performed by employees. Job descriptions are not intended to reflect all duties performed within the job. Nothing in this job description forms or is intended to form a contract of employment. Employment with Crossroads for Women is at will.

I understand the responsibilities associated with this job and I agree to fulfill them to the best of my ability.

Employee Signature _____ Date _____