



PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2026-052
JEMEZ HEALTH & HUMAN SERVICES
SOCIAL SERVICES
PROTECTIVE SERVICES SPECIALIST

Position Title:	Protective Services Specialist	Pay Level:	\$29.03-\$43.54
Position Open Date:	7/1/2026-Until Filled	Classification:	Non-Exempt
Position Status:	Full-Time	Location:	Social Services
Supervisor:	Supervisory Case Manager		

POSITION SUMMARY:

Responsible for receiving and processing referrals and reports of alleged child and adult abuse and neglect; investigating alleged violations of the Jemez tribal codes and collaborating with the supervisory case manager to determine appropriate intervention processes.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION & EXPERIENCE:

Bachelor's degree in Social Work or a related field; AND two (2) years of professional experience in providing services to children, youth, and families in a social service setting.

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License
Background Investigation
CPR & First Aid certification within six (6) months of date of employment
Must have an active New Mexico Social Work License or be willing to obtain one within one (1) year of employment.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

ESSENTIAL FUNCTIONS:

- Receives and screens incoming calls and reports of concerns for a child/adult in need of protection; asks questions in accordance with instructions and policies to gather various specified information about the alleged abuse.
- Responds to crisis calls; notifies Supervisory Case Manager and provides acquired information for the purpose of proper follow-up.
- Obtains and verifies evidence by interviewing and observing victims, suspects and witnesses and/or by analyzing records.
- Investigates child and adult abuse and other violations of federal or local statutes; contacts individuals to be interviewed; interviews, identifies and resolves discrepancies and inconsistencies in testimony by professionally accepted practices and procedures.
- Prepares investigation and/or incident reports; compiles and records data; reviews data obtained for completeness and accuracy.
- Conducts comprehensive risk assessment to determine validity of reports; identifies and reports problems in obtaining interviews or valid data; prepares report detailing investigation findings and conclusions.
- Coordinates activities with co-workers and other department/Pueblo staff.
- Works with department staff to provide protection for individuals; arranges for out-of-home placement or temporary placement for children and adults; attends screening and pre-placement visits.
- Collaborates with other offices, agencies and authorities to exchange information and coordinate activities to include service partners, schools, foster parents, medical professionals and law enforcement officials during the investigative process.
- Identifies case issues and evidence needed based upon analysis of complaints or allegations of violations of the law; prepares court petitions and motions; prepares and presents evidence; attend court; testifies in court concerning abuse and neglect investigations.
- Prepares case documentation for case transfer staffing to the Case Manager for ongoing family services or for case closure.
- Works collaboratively with families to establish safety plans and initial case plans that address barriers and safety concerns.
- Records evidence and documentation; maintains case files; composes narratives as required for files.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Applicable laws, codes and regulations.
- Community resources for social services and youth and family support.
- Record keeping and report writing principles and practices.
- Principles and practices of counseling.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.

Skill in:

- Complying with applicable laws, codes and regulations.
- Managing projects and programs.
- Providing effective education and outreach.
- Using initiative and independent judgment within established procedural guidelines.
- Preparing clear and concise case reports, correspondence and other written materials.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Using tact, discretion and prudence in dealing with youth and families contacted in the course of the work.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.
- Communicating effectively in oral and written forms.

To apply for the position posted, please apply as follows

Send;

Pueblo of Jemez Job Application

To;

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez-Attention Human Resources Department

PO Box 100

Jemez Pueblo, NM 87024