



**PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2026-066
JEMEZ HEALTH & HUMAN SERVICES
SOCIAL SERVICES
FAMILY ADVOCATE**

Position Title:	Family Advocate	Pay Level:	\$26.32-\$39.47
Position Open Date:	9/29/2026-Until Filled	Classification:	Non-Exempt
Position Status:	Full-Time	Location:	Social Services
Supervisor:	Social Services Program Manager		

POSITION SUMMARY:

Provides advocacy, crisis intervention, and support services to victims of crime and their families. Assists clients in accessing resources, navigating court systems, and promoting safety, healing, and well-being through culturally responsive and trauma-informed services. Serves as the lead member of the Community Intervention Response Team (CIRT).

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:

High school diploma or General Equivalency Diploma (GED); AND two (2) years of experience providing victim, advocacy, crisis intervention, case management, counseling, social work, rehabilitation services, or related human services programs.

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.

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:

- Provides information to victims of crime regarding the criminal justice system, restitution policies, court processes, and status of cases.
- Provides crisis intervention services to victims and witnesses of crime to help reduce trauma and facilitate adjustment; offers short-term support, guidance, and referrals, with follow-up services as needed.
- Assist victims with various aspects of the criminal justice process, including completing forms, securing the return of property, and coordinating interviews with law enforcement and attorney staff.
- Provides referrals to community organizations and support services and assists victims in accessing counseling, medical and dental care, protective services, psychiatric services, childcare, food, shelter, clothing, and other needed resources.
- Assist victims in obtaining compensation and restitution by assessing eligibility and helping complete required claim forms.
- Prepares correspondence, assessments, impact statements, case records, program information, and related reports, maintains documentation of victim cases in accordance with program requirements.
- Maintains accurate and confidential records and files.
- Attends hearings, court proceedings, case staffings, and other meetings as required.
- Responds to crisis telephone calls and provides appropriate intervention and support to clients as needed.
- Organizes, facilitates, and conducts prevention and awareness events, conferences, and activities for schools and the community. Develops and implements culturally responsive, age-appropriate educational materials and provides ongoing training o Tribal Leadership and Community Intervention Response Team (CIRT) members.
- Collaborates with Pueblo of Jemez departments, programs, and community partners to coordinate prevention, awareness, outreach, and educational activities.
- Contributes to the overall quality of service delivery by participating in work teams and by reviewing, recommending, and implementing improvements to policies, procedures, and program operations.
- Represents the Pueblo with dignity, integrity, professionalism, and a spirit of cooperation in all interactions with clients, staff, partner agencies, and the public.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Victim advocacy principles and trauma-informed practices.
- Crisis intervention and community support services.
- Criminal justice, court, and victim compensation processes.
- Community resources and referral services available to victims and families.
- Recordkeeping, case documentation, and report-writing practices.
- Applicable tribal, state, and federal laws, regulations, and policies related to victim services.
- Techniques for working effectively with individuals from diverse cultural, socioeconomic, and community backgrounds.

Skill in:

- Providing advocacy, support, and referral services to victims of crime and their families.
- Responding effectively to crisis situations and maintaining professionalism under stressful conditions.
- Preparing accurate case notes reports, correspondence, and other documentation.
- Maintaining confidential information and sensitive records.
- Organizing work, establishing priorities, and meeting deadlines.
- Developing and delivering community education, outreach, and prevention activities.
- Establishing and maintaining effective working relationships with clients, community partners, law enforcement, court personnel, and service providers.
- Communicating effectively both orally and in writing.

To apply for the position posted, please apply as follows

Send;

Pueblo of Jemez Job Application

To;

humanresources@jemezpuablo.org

Or;

Pueblo of Jemez-Attention Human Resources Department

PO Box 100

Jemez Pueblo, NM 87024