

NEW MEXICO JUDICIAL BRANCH

COURT SUPPORT NAVIGATOR (Classified)

TARGET SALARY: \$45,656-\$91,310 annually, or \$21.950-\$43.899 hourly depending upon experience (pay range HH)
LOCATION: Varies, statewide locations
FLSA STATUS: Non-Exempt
JOB CODE: 1080JB
BENEFITS: Competitive benefits package offered

THE NEW MEXICO JUDICIARY

The Mission of the New Mexico Judiciary is to protect the rights and liberties of the people of New Mexico guaranteed by the Constitution and laws of the State of New Mexico and the United States; to resolve legal disputes fairly, and to ensure access to justice for all.

GENERAL STATEMENT OF DUTIES

Acting under general supervision, to assist in the administration of designated programs, performing skilled support work in a judicial and community setting.

EXAMPLES OF JOB DUTIES

- Monitors and supports justice involved individuals or engagement in court guided/assisted programs.
- Provides non-clinical professional and specialized support services to individuals to assist in successfully navigating intersections between the Justice, Behavioral Health, and Community Resource systems.
- Delivers supportive services directly to individuals as needed or requested by program staff, ensuring timely, efficient, equitable, and person-centered support.
- Meets with and interviews individuals, assessing needs, and identifying barriers to accessing community resources, and develops strategies to overcome them.
- Builds and maintains productive relationships with internal staff, external stakeholders, and subject matter experts.
- Collaboratively develops navigation plans and/or support systems to meet identified and ongoing needs; works closely with individuals, clinical treatment programs and resources, individuals' case manager and/or social worker, court services, community service providers, and court staff, including pretrial services officers and probation officers.
- Supports and guides individuals through their developed navigation plan.
- Participates in the review of navigator operations to ensure compliance with policies and procedures.
- Provides orientation to individuals regarding the process of their treatment when they begin accessing services.
- Provides support in the development of treatment navigation plans, assists individuals in accessing resources, and evaluates progress.

- Notifies the team of the individual's progress towards navigation plan goals.
- Meets regularly with individuals to assist them with connection to potential support services in the community, such as housing, mental health and substance abuse treatment, supported employment services, and community-based case management services, monitors progress, and identifies new or potential barriers.
- Serves as a consistent point of contact for individuals as they navigate the various levels of the Justice system and provides introductions and warm handoffs to new agencies and providers. Serves as a bridge between the individual and the community.
- Explores individuals' educational, family, criminal, employment, social background, and/or previous treatment engagement.
- Serves as a liaison between systems, assisting justice system partners in understanding the individual's potential service needs and options.
- Identifies and supports linkages to community resources, clinical, and support services that assist in the individual's goals and interests as outlined in the navigation plan.
- Provides information and support to individuals and encourages their development of community networks and activities relating to community integration.
- Contributes to committees and workgroups as assigned.
- Maintains knowledge of developments and best practices in the various intercepts of the justice system.
- Adheres to agency and program-specific policies and procedures.
- Plans for a coordinated transition of the individual to community support systems.
- Maintains contact and remains available to individuals for support, questions, and/or emergencies, utilizing crisis intervention support when immediate assistance is needed.
- Develops relationships with community groups/agencies in partnership with the program.
- Manages assigned caseload accurately, timely, and consistently enters case notes and relevant information into the database.
- Compiles and provides data and statistics as requested.
- Tracks engagement with individuals and documents all contacts in the approved database.
- Performs administrative activities and provides customer service.
- Helps individuals develop motivation and confidence to engage in attitudes and activities that promote health and wellness.
- Maintains appropriate boundaries in a variety of settings and situations, exhibiting the ability to establish trusting relationships with peers and strategically share lived experiences.
- Understands and respects the impact of trauma and responses to trauma, demonstrating sensitivity and acceptance of individual experiences.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of rehabilitation or support programs, addiction recovery process, outpatient treatment, and available community services. Be familiar with court proceedings, New Mexico laws, civil and criminal procedure; local court rules, policies and procedures, operations and structure; case management; legal terminology; court documents to determine compliance with relevant and appropriate statutes, rules, administrative orders and/or other governing policies and procedures, and mediation techniques and conflict resolution.

MINIMUM QUALIFICATIONS

Education: High School Graduation or GED.

Education Substitution: Successful completion of Certified Peer Support Worker training program, current active certification as a Certified Peer Support Worker in the State of New Mexico, successful completion of a Community Health Worker training program, or active certification as a Community Health Worker in the state of New Mexico.

Experience: Three (3) years of experience in case management, criminal justice, social work, psychology, human services, advocacy, peer support or a directly related field.

Experience Substitution: An associate's degree in case management, criminal justice, social work, psychology, human services, advocacy, peer support or a directly related field may substitute for two years of the required experience. Post-secondary education in a related field may substitute at the rate of thirty (30) credit hours equals one (1) year of experience. Licensure as a LSAA and LADAC will substitute for two (2) years of the required experience. Licensure as an LMHC or LMSW will substitute for the three (3) years of required experience.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative, but not all-inclusive of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job. Work is performed in an office, community or court setting. A valid driver's license, successful completion of the state of New Mexico Defensive Driving Program, and travel are required. The assigned work schedule may include nights, weekends, holidays, and overtime. The employee must regularly interact positively with co-workers, clients, the public, judges, and justices.

** This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed*

BENEFITS

- Medical/Dental/Vision/Rx, Short, and Long Term Disability Insurance Programs, employee assistance program (EAP) [<http://www.mybenefitsnm.com/>]
- State paid life insurance, supplemental and dependent life insurance
- Optional flexible spending accounts for medical, day-care, and travel expenses

- Paid vacation and sick leave up to eight (8) weeks
- Eleven (11) paid holidays
- Up to 12 weeks of paid parental leave
- Deferred Compensation [457\(b\) plan](#)
- Lifetime Defined Benefits Retirement Plan [<http://www.nmpera.org/>]
- Flexible work schedules and alternative work locations*
- Free health care, Rx, and lab work at the facility ([Stay Well Health Center](#)) in Santa Fe, NM
- Bilingual compensation*
- Training and career development opportunities
- Higher education [opportunities](#), educational leave, and tuition reimbursement
- May qualify for the Public Service Loan Forgiveness Program ([PSLF](#))
- May receive overtime holiday or shift differential pay*
- May receive physical fitness leave*
- What are your benefits worth? Click [here](#) to find out

These benefits vary by job classification or need

START YOUR CAREER

Experience the difference, work for the Judiciary! Apply [here](#)!

History of Job Description: Dev: 08/29/25; Rev job title and duties 10/30/25

The state of New Mexico is an equal opportunity employer. Hiring is done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. The state provides reasonable accommodations to the known disabilities of individuals in compliance with the Americans with Disability Act. For accommodation information or if you need special accommodations to complete the application process, please contact the Administrative Office of the Courts Human Resources Division at 505/470-7205. Applications and resumes including a supplemental application must be submitted to apply. Applications may be found online at nmcourts.gov.