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Clinical Services Program Manager

JOB CODE	JOB FAMILY	PROFILE
JCM407	**Health and Social Services**	**Clinical Services Program Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$78,582.00 - $124,093.00**	**April 24, 2026**

The Clinical Services Program Manager provides oversight for clinical operations and directs functions within the assigned department. The position manages clinical and related services and ensures effective program delivery. Responsibilities include hiring, training oversight, performance evaluation, coaching, disciplinary action, and terminations.

Job Description

DUTIES AND RESPONSIBILITIES

- Develops, implements, manages, and evaluates the clinical direction of substance misuse and mental health treatment services operated by the Department; recommends and implements program modifications to improve services and outcomes.
- Oversees the clinical direction of programming; ensures staff maintain professional credentials and assists with ongoing training required by the state for counseling and treatment services.
- Assists with planning, developing, and implementing current and future addiction recovery and mental health services.
- Develops and implements procedures and guidelines for clinics, staff, and programs.
- Assists with recruiting, interviewing, hiring, supervising, evaluating, and disciplining clinical and support staff.
- Directs and coordinates the planning, development, and preparation of program budgets.

- Develops, reviews, and updates policies, procedures, rules, regulations, and protocols related to programs and services.
- Maintains clinical logistics and statistical reports; generates reports as needed.
- Provides clinical staffing, case consultation, training, and supervision for substance misuse and mental health recovery staff; monitors client feedback.
- Serves as a liaison between the department and the community.
- Oversees compliance and maintenance of all department records related to client care.
- Prepares, researches, and develops written reports and presentations within areas of responsibility.
- Attends and participates in professional meetings; provides relevant feedback in areas of specialty.
- Stays current on best practices and emerging trends related to behavioral health.
- Provides on-call support as needed, including responding to emergencies, urgent operational needs, or after-hours inquiries to ensure continuity of services.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- Master's Degree in Social Work or a related field.
- Nine (9) years of work experience in a clinical setting counseling individual and/or family therapy for emotionally disturbed, conduct-disordered or substance abusing clients.
- Two (2) years in a managerial role.
- Current and valid New Mexico Independent licensure as a Licensed Psychologist, Licensed Professional Clinical Counselor (LPCC), Licensed Marriage and Family Therapist (LMFT), Licensed Clinical Social Worker (LCSW), or Licensed Independent Social Worker (LISW).

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.

- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- Maintain current and valid professional license in accordance with the New Mexico Counseling and Therapy Practice Board or another relevant credentialing board.
- Maintain current supervision credentials as part of licensure in accordance with applicable credentialing board requirements.
- Provide on-call support as needed.
- Comply with the Caregivers Criminal History Screening Act (Sections 29-17-1 through 29-17-5 NMSA 1978). New hires at Behavioral Health Services facilities must complete a caregiver background check. A conviction of a disqualifying condition may result in termination or disqualification from hire.

WORKING CONDITIONS

- Work is performed indoors in a temperature-controlled environment.
- Surfaces are generally even and dry and may include concrete, tile, or carpet.
- Potential hazards include physical injury due to interactions with violent residents or during physical interventions.
- Work takes place in a secure, locked facility.
- May be required to work shifts and a flexible schedule.
- May work independently, within a group, or with a designated team.

EQUIPMENT, TOOLS, AND MATERIALS

- Regularly uses computers, phones, and other communication devices.
- Frequently uses facility keys.