Human Resources
505.468.1500
415 Silver, 5th Floor
Albuquerque, New Mexico 87102
HR@bernco.gov
www.bernco.gov

Clinical Services Senior Manager

JOB CODE	JOB FAMILY	PROFILE
JCM507	**Health and Social Services**	**Clinical Services Senior Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$89,128.00 - $140,733.00**	**September 29, 2026**

The Clinical Services Senior Manager plans, organizes, directs, and evaluates behavioral health programs and services within the department, including long-range planning and program development. Provides clinical and administrative leadership to ensure effective service delivery, regulatory compliance, and alignment with County goals.

Supervises licensed clinical and administrative staff, including hiring, training, performance management, and discipline. Oversee program operations, budgeting, and quality improvement initiatives. Develops and implements policies, procedures, and standards to support evidence-based, trauma-informed care. Utilizes data systems, electronic health records, and emerging technologies to support performance monitoring service delivery.

Job Description

DUTIES AND RESPONSIBILITIES

- Researches, writes, prepares, and submits grant proposals aligned with County needs and priorities. Coordinates departmental and countywide grant applications and ensures compliance with federal, state, and other applicable guidelines.
- Supervises and directs administrative and clinical activities, including establishing program priorities, defining treatment objectives, and ensuring integration of behavioral health services.
- Provides supervision, guidance, and professional development to clinically licensed staff.

- Provides direct clinical services, including crisis intervention, intake, screening and assessments, treatment planning, discharge coordination, and therapeutic group interventions, on a PRN basis to address urgent or complex clinical needs and gaps in service coverage.
- Ensures delivery of evidence-based and trauma-informed services consistent with professional standards and regulatory requirements.
- Utilizes data systems and electronic health records to monitor program performance, clinical outcomes, and compliance with documentation standards.
- Coordinates with leadership to develop and implement departmental goals and plans.
- Oversees the preparation of agenda items related to departmental activities and represents the department before the County Commission and other internal and external entities.
- Oversees the preparation of reports for official records and information. Prepares public information for the department website.
- Monitors program budgets and expenditures and identifies opportunities to improve efficiency and resource utilization.
- Supervises special projects and departmental functions as assigned. Directs personnel as necessary in specific project areas.
- Ensures facility operability, including maintaining and enhancing relationships with neighborhood associations, tenant organizations, and the broader community.
- Ensures compliance with licensing and regulatory requirements of relevant agencies.
- Develops, reviews, and updates applicable policies, procedures, rules, and regulations related to departmental programs and services.
- Serves as acting Director, as needed. Oversees operations and management of programs, as needed.
- Ensures the development, communication, training, and implementation of the department's Emergency Operations Plan (EOP). Communicates the EOP to all staff, trains all levels of personnel, ensures full participation, and delegates roles to lower management. Directs and executes Emergency Management Procedures to ensure the safety of all residents and employees.
- Provides on-call support as needed, including responding to emergencies, urgent operational needs, or after-hours inquiries to ensure continuity of essential services outside standard business hours.
- ***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, Psychology, Counseling, or a related field.
- Eight (8) years of work experience in a clinical setting counseling individual and/or family therapy for emotionally disturbed, conduct-disordered, or substance abusing adolescent clients.

- Four (4) years of experience in a managerial role, including supervision of multidisciplinary teams, budget oversight, and clinical program management.
- Current license to practice in NM as LCSW, LMFT, LPCC, or Psychologist.

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

SUPPLEMENTAL INFORMATION

PREFERRED QUALIFICATIONS

- Experience in Medicaid managed care or complex care management.
- Bilingual proficiency (English/Spanish or other regional language).
- Experience with trauma-informed care practices and behavioral health service delivery models.

ADDITIONAL REQUIREMENTS

- Maintains an active behavioral health licensure (e.g., LMSW, LCSW, LPCC, LMHC, or equivalent) at the time of hire and throughout the course of employment.

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.
- Successfully completes the post-offer medical examination and background investigation.
- Completes a caregiver criminal history screening as required by the Caregivers Criminal History Screening Act (Section 29-17-1 through Section 29-17-5 NMSA 1978). A disqualifying conviction is grounds for termination or non-selection if present at the time of application.

WORKING CONDITIONS

- Performs the majority of duties indoors in a temperature-controlled environment.
- Occasionally performs outdoor duties and may be exposed to natural weather conditions.
- Works indoors on even surfaces, which may be carpeted or tiled.

- Uses stairs in indoor environments as needed.
- Works outdoors on surfaces that may be even or uneven, wet or dry.
- May perform outdoor duties on inclines or hills, involving stairs or ladders.
- Works on various outdoor surfaces, including natural ground, asphalt, or concrete.
- Remains on call during emergencies.
- Experiences work hazards that may include high stress levels and driving a vehicle.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- Handles files, forms, reports, and a variety of basic office supplies in the course of performing duties.
- Uses first aid kits, oxygen tanks, fire extinguishers, and other safety equipment as needed.
- Operates a County vehicle as assigned.
- Manages a wide variety of forms, reports, writing utensils, and general office materials during administrative tasks.