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Program Supervisor

JOB CODE	JOB FAMILY	PROFILE
JCM214	**Health and Social Services**	**Program Supervisor**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$61,339.00 - $96,866.00**	**September 23, 2026**

The Program Supervisor oversees day-to-day operations of assigned programs within a division or department. This role supervises, trains, and supports employees to ensure alignment with organizational goals and program objectives. The supervisor may assist with budgetary planning, policy development, data collection, compliance, and reporting. The position also serves as a liaison with internal and external stakeholders and handles confidential information appropriately.

Job Description

DUTIES AND RESPONSIBILITIES

- Supervise and direct assigned staff; participate in hiring, evaluation, training, and disciplinary processes.
- Train staff in specific procedures and best practices.
- Develop, implement, and monitor programs, including policy and report writing.
- Assist in managing timelines and budgets to ensure compliance with regulations.
- Ensure adherence to safety protocols.
- Oversee teams managing program components within the organization’s framework.
- Build relationships with stakeholders to ensure program goals are met.
- Monitor program progress; recommend improvements to leadership.

- Assign tasks, prioritize projects, and monitor work progress.
- Maintain confidentiality of sensitive records and decisions.
- Perform other related duties as assigned.
- *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.

FUNCTIONAL AREA

BEHAVIORAL HEALTH

- Develop and evaluate treatment services curriculum.
- Direct evaluation, counseling, and education programs.
- Supervise staff and contractors; provide training in treatment methodologies.
- Coordinate referrals for medical or psychological services.
- Serve as liaison with courts, hospitals, and justice system.
- Maintain accurate case files and records.
- Develop reports and presentations on assigned areas.
- Assist in planning budgets and program objectives.
- Attend professional meetings to stay current with best practices.
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HOUSING PROGRAM

- Manage federal housing subsidy programs and audits.
- Coordinate staff activities and housing operations.
- Recommend and implement goals, policies, and procedures.
- Monitor performance and suggest modifications.
- Prepare reports and assist with grant proposals.
- Address tenant and landlord concerns and legal matters.
- Train staff and ensure quality control of files.
- Disseminate housing information to the community.
- *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.

HOUSING INSPECTION

- Ensure landlord payments comply with HUD guidelines.
- Oversee inspection schedules and rent feasibility reviews.
- Manage inspection standards and data systems.
- Conduct housing unit inspections and negotiate leases.
- Resolve tenant/landlord claims and maintain inspection records.
- Develop reports and explain regulatory standards to stakeholders.
- *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.

SOLID WASTE PROGRAM SUPERVISOR

- Oversee daily operations and staff in the Solid Waste Section.
- Develop and enforce operational policies.
- Handle customer service and vendor relations.
- Review billing and manage delinquent accounts.
- Coordinate internal and vendor reporting.
- Support training and maintain procedure manuals.
- Serve as primary contact for CPI-related pricing changes.
- *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.

OPEN SPACE

- Manage daily operations and staff for Open Space Programming.
- Develop and implement policies and community outreach programs.
- Coordinate environmental and cultural programming.
- Represent the department at events and with advocacy groups.
- Collaborate with land management and county departments.
- Deliver educational content and develop outreach materials.
- *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

- Bachelor’s Degree in related fields.
- Three (3) years of relevant work experience in area of expertise.
- One (1) year of supervisory experience.

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

BEHAVIORAL HEALTH

- High School Diploma or GED.
- Seven (7) years of work experience in social work, counseling, case management, addiction treatment, or a related field.
- One (1) year in a supervisory role.

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

SUPPLEMENTAL INFORMATION

BEHAVIORAL HEALTH

- Pursuant to the criminal history screening for Caregivers Act, Section 29-17-1 through Section 29-17-5 NMSA 1978, new hires at Bernalillo County Behavioral Health Services will be required to complete a caregiver criminal history screening for all caregivers.
- Conviction of a disqualifying condition is cause for termination or sufficient reason not to hire if applicant has a disqualifying condition on their record at time of application.

SCREENING AND COMPLIANCE

- The offer of this Bernalillo County position requires compliance with the following:
- Successful completion of a post-offer medical examination and background investigation. Adherence to all County safety guidelines.
- Completion of required FEMA training(s) assigned to the position.
- Completion of mandatory supervisor training, if applicable.
- 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.

WORKING CONDITIONS

- Work is typically performed in an indoor office environment but occasionally requires travel to other locations.

- Work environments may include noise, dust and/or unpleasant odors, and may occasionally require work in confined spaces.
- Occasional evenings, holidays, and/or weekend work may be required.
- Work hazards or potential work hazards include those of a detoxification facility environment with exposure to noise and dangerous situations that could involve serious bodily injury and other health hazards.
- May potentially work alone with or without directions. May work within a group at times and/or with a select team at times.
- May perform above-mentioned functions at any of the facilities within the Department of Behavioral Health Services. This may include shift and program reassignment. Flexible work hours required.

EQUIPMENT, TOOLS AND MATERIALS

- Equipment typically used in the performance of duties includes telephone, computer, photocopy machine and calculator.
- Materials and products handled while performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.
- May handle first aid and oxygen equipment on an occasional basis.