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Social Services Program Manager

JOB CODE	JOB FAMILY	PROFILE
JCM329	**Health and Social Services**	**Social Services Program Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$69,451.00 - $109,720.00**	**July 23, 2026**

The Social Services Program Manager provides administrative, programmatic, and managerial oversight for client-focused programs that address social, behavioral, and/or substance use needs. This position leads the development of treatment plans, assessments, case management, and crisis interventions. Develops policies, plans programs, ensures budget compliance, and collaborates with clients, service providers, and support systems. Supervisory responsibilities include hiring, training, performance evaluation, coaching, discipline, and terminations.

Job Description

DUTIES AND RESPONSIBILITIES

FUNCTIONAL AREA

BEHAVIORAL HEALTH

- Identifies, implements, and monitors strategic program improvements.
- Supports contract compliance for service providers.
- Oversees service delivery, evaluates outcomes, and ensures program compliance.
- Conducts cost-benefit and financial analysis; manages the program budget.
- Develops and tracks outcome measures to evaluate program effectiveness.

- Supervises staff and maintains strong relationships with behavioral health, housing, and criminal justice partners.
- Develops and maintains outreach efforts with providers, landlords, and community stakeholders.
- Coordinates with justice partners and providers to address program needs.
- Supports contractor selection and procurement processes.
- Maintains client records, program data, and required statistics.
- Updates and reports information required by funding sources.
- Researches and implements targeted initiatives.
- Supervises personnel in the assigned program area.
- Handles sensitive and confidential information appropriately.
- Performs other job-related duties as required by the position allocation.

METROPOLITAN DETENTION CENTER (MDC)

- Develops and manages inmate services, including benefit access, education, referrals, and discharge planning.
- Collaborates with supervisors to assign staff, review files, and oversee quality assurance.
- Develops and updates policies for inmate social service programs.
- Builds partnerships with jail staff, justice stakeholders, and community providers.
- Creates and maintains data systems to track and reports on program objectives.
- Prepares grant proposals and ensures compliance with reporting requirements.
- Conducts compliance audits of program areas.
- Engages clients and partners with timely, accurate information.
- Serves as liaison for inmate health care benefits and leads related presentations, training, and committees.
- Stays informed on best practices in correctional healthcare and case management.
- Leads training efforts for social services and jail personnel.
- Handles sensitive and confidential information appropriately.
- Performs other related duties as required by the position allocation.
- *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

- Manages the Supportive Housing Program and oversees contracted services.

- Leads strategic program planning, implementation, and evaluation.
- Coordinates with partners to achieve program goals.
- Ensures contract compliance for housing service providers.
- Oversees service delivery, tracks outcomes, and ensures regulatory compliance.
- Conducts financial and budgetary analysis for housing initiatives.
- Develops and monitors housing-specific performance outcomes.
- Supervises staff and maintains collaborative relationships with stakeholders.
- Builds strong outreach networks with providers, landlords, and partners.
- Designs and implements housing initiatives aligned with local, state, and federal regulations.
- Communicates regularly with partners to support client housing needs.
- Participates in procurement and service selection processes.
- Maintains accurate client files and program data.
- Provides updated information to funding entities.
- Researches and applies new housing strategies and initiatives.
- Supervises program personnel as needed.
- Handles sensitive and confidential information appropriately.
- *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.

OFFICE OF CRIMINAL JUSTICE AND BEHAVIORAL HEALTH INITIATIVES

- Plans and monitors strategic program enhancements.
- Supports provider contract compliance.
- Ensures service fidelity, evaluates outcomes, and monitors compliance.
- Conducts financial analysis and manages program budgets.
- Defines and reports on program effectiveness and outcomes.
- Develops and communicates program policies and procedures.
- Supervises staff and collaborates with justice, housing, and health partners.
- Maintains outreach efforts and providers relationships.
- Communicates program needs with stakeholders.
- Assists in service selection and procurement.

- Maintains client files and statistical records.
- Ensures timely reporting to funders.
- Leads research on targeted program initiatives.
- Directs assigned personnel as needed.
- Handles sensitive and confidential information appropriately.
- *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 Sociology, Psychology, or related field.
- Six (6) years of work experience in social services or housing related programs.
- Two (2) years of experience in a supervisory role.

*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.
- Participate in on-call rotation as a condition of employment.

BEHAVIORAL HEALTH

- Comply with the Caregivers Criminal History Screening Act (NMSA 1978, Sections 29-17-1 through 29-17-5).
- Employees assigned to the Criminal Justice and Behavioral Health Initiative Office must undergo caregiver criminal history screening.
- A conviction of a disqualifying offense may result in termination or disqualification from hire if identified at the time of application.

WORKING CONDITIONS

- Often work independently with limited supervision.
- Work flexible hours, including evenings or weekends, as required by program needs.

EQUIPMENT, TOOLS, AND MATERIALS

- Use standard office equipment including a telephone, computer, copier, fax machine, and automobiles.
- Handle materials such as client files, forms, reports, and various office supplies.

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver’s License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.