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Youth Services Center Program Manager

JOB CODE	JOB FAMILY	PROFILE
JCM220	**Health and Social Services**	**Youth Services Center Program Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$61,339.00 - $96,866.00**	**July 22, 2026**

This position monitors the care, custody, and treatment of juvenile programs. Supervises assigned staff and performs professional and technical duties related to program planning, budget preparation, fiscal management, and special projects. Employee supervision includes hiring selection, training oversight, performance assessment, coaching, and disciplinary and termination actions.

Job Description

DUTIES AND RESPONSIBILITIES

- Maintain security, order, and discipline to prevent disturbances, escapes, and ensure the safety of residents, staff, and the community.
- Ensure each shift is fully staffed.
- Perform crisis intervention as needed and respond to incident calls.
- Originate and receive oral and written communications; input information into automated office systems and access other information systems.
- Perform special assignments as directed, including but not limited to: Compliance Manager, Safety Manager, Quality Control Manager, Population Manager, Intake Manager, Alternative Programs Manager, and Juvenile Detention Alternative Initiatives Manager.
- Work cooperatively with other Program Managers and management staff in all aspects of facility operations, such as sharing staff, coordinating programs, and supervising residents.

- Participate in developing and administering program objectives.
- Assist in developing, evaluating, and administering department/unit budgets, plan purchase needs, and oversee facility maintenance and capital improvements.
- Oversee the training and evaluation of subordinate staff.
- Act as a supervisor within the facility, ensuring performance and compliance with County, department, and American Correctional Association (ACA) National Standards.
- Manage assigned program and unit operations as directed by the director or assistant director.
- Maintain cooperative planning arrangements and working relationships with the public and external agencies.
- Manage residential and support services as assigned by the director or assistant director.
- Be on call 24 hours a day, seven days a week.
- ***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

COMPLIANCE PROGRAM MANAGER

- Maintain security, order, and discipline to prevent disturbances, escapes, and ensure the safety of residents, staff, and the community.
- Ensure investigations and required documentation are accurate, complete, and submitted within required timeframes.
- Perform crisis intervention as needed and respond to incident calls.
- Originate and receive oral and written communications; input information into automated office systems and access other information systems.
- Perform duties related to compliance and quality control, including direct supervision and oversight of the Prison Rape Elimination Act (PREA), Grievance Process, and facility audits.
- Work cooperatively with other Program Managers and management staff in all aspects of facility operations.
- Participate in developing and administering program objectives.
- Assist in developing, evaluating, and administering departmental compliance with established policies, procedures, and regulatory expectations.
- Oversee the training and evaluation of subordinate staff.
- Act as a supervisor within the facility, ensuring performance and compliance with Department, County, State, and Federal standards.
- Manage assigned program operations as directed by the director or assistant director.

- Maintain cooperative planning arrangements and working relationships with the public and external agencies.
- Manage residential and support services as assigned by the director or assistant director.
- Be on call 24 hours a day, seven days a week.
- ***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 a relevant field.
- Three (3) years of work experience with at risk adolescents in a lock down, secure, and/or correctional facility.
- One (1) year working 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:

- Successfully complete the post-offer employment medical examination and background investigation.
- This position is safety sensitive. Employment is subject to a pre-employment and random drug testing in accordance with all terms and conditions of federal and state rules and regulations regarding alcohol and/or drug testing.
- Comply with County safety guidelines.
- Complete required FEMA training(s) as assigned to the position.
- Complete required Supervisor classes, if applicable.
- Maintain a valid New Mexico driver’s license while employed in this position.
- Complete 120 hours of on-the-job training, including State Juvenile Code and “A Level” Restraint Training.
- Complete re-certification in these areas every six months.
- Comply with Bernalillo County safety policy, including the use of an OSHA-approved respirator when required.

WORKING CONDITIONS

- Duties are primarily performed indoors (90%), with some outdoor work (10%). Indoor duties are performed in a temperature-controlled environment.

- Outdoor duties typically involve transporting residents and engaging in recreational activities.
- Work hazards include the possibility of injury from violent residents or heavy exertion activities while restraining or pursuing residents.
- Employee may be required to work shifts.
- Potential exposure to infectious diseases, which may require the use of an OSHA-approved respirator.

EQUIPMENT, TOOLS, AND MATERIALS

- Utilize computers and communication equipment daily.
- Utilize recreational/sports equipment, facility keys, handcuffs, and shackles frequently.
- Occasionally handle fire extinguishers and oxygen equipment.
- Use an OSHA-approved respirator, including medical evaluation for respirator use and fit testing for proper sealing.