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Youth Services Center Supervisor

JOB CODE	JOB FAMILY	PROFILE
JCM125	**Health and Social Services**	**Youth Services Center Supervisor**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$25.97 - $41.04**	**November 4, 2026**

The Youth Services Center Supervisor provides administrative supervision in the care, treatment, and security of residents. Recommends disciplinary actions, interviews and selects applicants, and conducts performance reviews. May lead institutional training programs, including physical restraint and agility courses. Participates in developing training programs. Supervises employees through hiring, training oversight, performance assessment, coaching, discipline, and termination.

Job Description

DUTIES AND RESPONSIBILITIES

- Provides leadership and monitors staff to ensure adherence to departmental policies and procedures. Maintains safety, security, and welfare of residents and staff.
- Reviews and evaluates employee performance. Recommends disciplinary actions, conducts interviews, and participates in hiring decisions. Provides in-service training.
- Assists program managers in developing and implementing departmental goals, policies, and procedures. Plans and conducts administrative tasks and instructs staff on priorities and protocols.
- Supervises and monitors residents during intake and while in population for signs of intoxication, injury, illness, or suicidal behavior. Authorizes transport to appropriate facilities when needed.
- Notifies or assists program managers with serious policy breaches or when informal discipline fails. Recommends formal disciplinary actions.

- Evaluates, recommends, and implements programs to build residents' daily living, social, and academic/work skills.
- Prepares reports, reviews logs, and ensures records comply with policy. Reviews incident reports for completeness and compliance.
- Conducts individual and group counseling sessions with residents.
- Physically restrains violent residents and pursues escape attempts on foot if necessary.
- Ensures smooth shift transitions by relaying key documents, staffing information, resident counts, equipment, and keys.
- Responds to inquiries from family members, probation officers, law enforcement, and others regarding resident care, behavior, and activities.
- Performs duties of lower level Youth Program Officers as needed.
- Participates in internal and external committees or taskforces 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.

MINIMUM QUALIFICATIONS

- Associate's degree in a related field.
- Four (4) years of work experience in a lock-down, secure, and/or correctional facility serving at-risk adolescents or adults.

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

SUPPLEMENTAL INFORMATION

PREFERENCES

- One (1) year of Supervisory experience.

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.
- Completion of 120 hours of initial on-the-job training, including State Juvenile Code and "A Level" Restraint Training. Recertification in these areas is required every six months.
- Compliance with all County safety guidelines, including the use of an OSHA-approved respirator when required.
- Availability to work shifts, including nights, weekends, and holidays.

WORKING CONDITIONS

- Duties are performed primarily indoors (approximately 90%) with some outdoor responsibilities (approximately 10%).
- Indoor work occurs in a temperature-controlled environment. Outdoor work typically involves resident transportation and recreational activities.
- Potential hazards include injury from violent residents or during physically demanding activities such as restraint or pursuit.
- Shift work is required.
- Assignments may involve exposure to infectious diseases and require the use of an OSHA-approved respirator.

EQUIPMENT, TOOLS, AND MATERIALS

- Regular use of computers and communication equipment.
- Frequent handling of recreational/sports equipment, facility keys, handcuffs, and shackles.
- Occasional handling of fire extinguishers and oxygen equipment.
- Operation of a County vehicle as needed.
- Proper use of an OSHA-approved respirator, including medical evaluation and fit testing, when required.

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.