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Behavioral Health Senior Manager

JOB CODE	JOB FAMILY	PROFILE
JCM503	**Health and Social Services**	**Behavioral Health Senior Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$89,128.00 - $140,733.00**	**August 28, 2026**

The Senior Manager plans, organizes, directs, staffs, and manages Behavioral Health including strategic planning, budget oversight, and/or operations of the department. The Senior Manager is responsible for overseeing and leading a team of managers, ensuring the successful execution of projects within scope, budget, and timeline. This role involves strategic planning, team development, resource allocation, and maintaining strong communication across departments to drive project success.

Functional Area

SHERIFF'S OFFICE

The Behavioral Health Senior Manager plays a pivotal role in facilitating and coordinating clinical oversight within the Sheriff's Office Behavioral Health Unit (BHU), ensuring adherence to clinical quality standards. The position requires collaboration with healthcare professionals to develop, implement, and monitor programs and services that meet the needs of patients and clients, while maintaining compliance with federal, state, and local policy guidelines. The manager ensures operational efficiency and the delivery of high-quality care. They also provide administrative-level oversight and coordination within their chain of command, supporting the development and implementation of best practice models for crisis intervention, strategic client engagement, community outreach, and building collaborative relationships with a wide variety of community organizations to better serve the residents of Bernalillo County.

Job Description

DUTIES AND RESPONSIBILITIES

- Develops strategic plans, objectives and priorities for assigned section and operational areas.

- Plans, develops and implements programs that utilize human and financial resources to achieve results.
- Determines organizational structure, staffing needs, and work strategies for assigned section and operational areas.
- Provides overall direction for the day-to-day activities in assigned section and operational areas.
- Coordinates with the department director and management staff to develop and implement the department’s goals and plans.
- Oversees the preparation of agenda items related to departmental activities and represents department before the County Commission and other internal and external entities.
- Develops and administers annual budget for assigned section and operational areas; approves and tracks expenditures; reviews, approves and researches costs for new hardware, software and other items; reviews, approves and prepares cost/benefit analyses, reports and recommendations.
- Manages the development of operational and/or functional standards, practices, policies and procedures; participates in the development and implementation of strategic department goals, policies and priorities.
- Supervises and directs the work of professional, technical and/or other employees directly or through subordinate supervisors; ensures that staff have adequate resources to perform their duties; ensures that assigned operations and activities comply with organizational goals and objectives.
- Designs, directs and oversees section quality assurance activities.
- Meets and consults with customers and vendors regarding service delivery needs; oversees and participates in the design, development, delivery and/or implementation of capital and construction projects for the Division of Behavioral Health Authority.
- Assumes responsibility for the development of specifications for "requests for proposals" pertaining to external services; reviews submissions and provides recommendations on vendor selection.
- Assumes responsibility for procurement of services and goods required.
- Directs the management of projects to enhance and/or upgrade technology services and utilization.
- Manages projects that vary in size and scope and require varying levels of staff and resource support.
- Determines and develops cost benefit analyses for project justifications.
- Develops project budgets and resources needed to conduct the work.
- Evaluates risk concerns and options.
- Provides technical input into the development of specifications for "requests for proposals" pertaining to external services.
- Reviews vendor submissions and provide recommendations on vendor selection.
- Monitors vendor performance to ensure compliance with County standards and specifications.
- Ensures project compliance with County procedures or protocols, budgetary constraints and staff/resource utilization, serving as the client interface on assigned projects.

- Reviews recommendations with clients and receives approval to proceed.
- Reviews final outcomes with the client and obtains their sign-off that all work has been conducted in accordance with client requirements, directing the resources of assigned projects, including subordinate project management staff, to ensure compliance with budget and project specifications.
- Designs and directs project testing and quality assurance processes for assigned projects.
- Prepares reports, correspondence and other documents.
- Participates in committees and task forces.
- Attends meetings, conferences and training sessions.
- Serves as Acting Director in the absence of the Director.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- ***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

SHERIFF'S OFFICE

- Oversees development and supervision of clinical and civilian staff. Aligns programs and services with clinical quality standards and office mission.
- Coordinates MOUs, contracts, and agreements with external providers and agencies to improve service delivery and resource allocation.
- Collaborates with grant writers to secure and manage federal, state, and local grant funding. Supports monitoring of provider contracts.
- Ensures data collection and tracking systems are in place to evaluate Behavioral Health Unit performance and inform workflow improvements.
- Recruits, hires, supervises, evaluates, and disciplines clinical staff. Ensures credentials are maintained and state-mandated training is completed.
- Fosters collaboration and communication within the Sheriff’s Office and with external stakeholders to enhance service delivery.
- Researches and recommends best practices in behavioral health response models and training curricula.
- Provides clinical direction, staffing, supervision, training, and case consultation for unit staff. Monitors client feedback and program effectiveness.
- Oversees compliance and recordkeeping related to behavioral health client care. Monitors service quality and recommends improvements.
- Conducts data evaluation and program analysis to support service modifications and enhanced outcomes.

- Develops and implements policies, procedures, and protocols for clinical staff. Supports implementation of quality assurance systems.
- Stays current on behavioral health trends and incorporate findings into program development and strategy.
- Generates and presents data reports to Sheriff's Office Command Staff and external stakeholders. Serve on boards and committees as needed.
- Coordinates behavioral health and criminal justice service enhancements with community providers and agencies.
- Handles sensitive or confidential documents, records, and decisions with appropriate discretion.
- ***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 Social Work or a related field.
- Ten (10) 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 in a managerial role.

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

BEHAVIORAL HEALTH - INTEGRATED SERVICES

Bachelor's degree in Business Administration, Management, Public Administration, Criminology, Psychology, or a related field.

Ten (10) years of work experience in behavioral health, community social services programs, public health, criminal justice, or a related field.

Four (4) years in a managerial role.

To include management of grant-funded programs and operational management, including budgets and accounting.

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

SUPPLEMENTAL INFORMATION

PREFERENCES

BEHAVIORAL HEALTH - INTEGRATED SERVICES

Has management experience with reentry programs and transitional housing services.

Has experience managing behavioral health service contracts and capital construction projects.

SHERIFF'S OFFICE

Holds an independent clinical license such as LCSW, LPCC, LISW, or equivalent.

Has five (5) years of experience in a clinical setting, responding to acute individual crises, working in inpatient clinical psychological service settings, or providing therapy to emotionally disturbed or substance-abusing clients.

Demonstrates experience in coordinating or managing behavioral health programs or services.

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.

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 on indoor surfaces that are typically even and may be carpeted or tiled.
- May use stairs indoors as part of regular duties.
- Works on outdoor surfaces that may be even or uneven, and wet or dry.
- May use stairs or ladders outdoors, including working on inclines or hills.
- Encounters outdoor surfaces such as natural ground, asphalt, or concrete.
- Remains on call during emergency situations.
- Encounters job-related hazards such as high stress levels and vehicle operation.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.

- Handles files, forms, reports, paperwork, and various basic office supplies.
- Uses first aid equipment, oxygen, fire extinguishers, and other safety equipment as needed.
- Operates a County vehicle as assigned.
- Manages various forms, reports, writing utensils, and office supplies when performing administrative duties.