



CHILDREN, YOUTH AND FAMILIES DEPARTMENT PROGRAM MANAGER

General Summary

Children, Youth and Families Department (CYFD) Program Managers are responsible for the oversight and administration of a work unit or bureau within the central office that is responsible for a main component of the CYFD mission.

CYFD Program Manager I

Jobcode: X30691

Pay Band: 75

FLSA Status: Exempt

Distinguishing Characteristics

A CYFD Program Manager I provides oversight to all supervisors in their assigned programs within the Central Office, ensures that policies and procedures are followed and works collaboratively with staff and the community to ensure high quality and efficient services to children and families.

Recommended Education and Experience for Full Performance

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies from an accredited college/university and five (5) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care, of which two (2) years must be supervisory experience. Any combination of education from an accredited college or university and/or direct experience in this occupation totaling nine (9) years may substitute for the required education and experience.

Minimum Qualifications

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies from an accredited college/university and three (3) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care, of which one (1) year must be supervisory experience. Any combination of education from an accredited college or university and/or direct experience in this occupation totaling seven (7) years may substitute for the required education and experience.

Essential Duties and Responsibilities*

- Ensures the coordination and facilitation of meetings with families to develop effective case plans and partners with community providers and service areas outside CYFD for both client care and staff training and development.
- Trains staff on policies and procedures, ensures compliance, conducts employee evaluations, approves leave requests, creates retention strategies and supervises and mentors employees as they develop.
- Stays current on policy updates and changes, oversees any policy changes, serves as a resource to the community and to employees and serves on policy development committees as needed.

CYFD Program Manager II

Jobcode: X50691

Pay Band: 85

FLSA Status: Exempt

Distinguishing Characteristics

Oversees and manages a bureau within the CYFD Central Office and assumes a leadership role in implementing agency plans to maintain compliance with policies and procedures and improves the quality of services provided.

CHILDREN, YOUTH AND FAMILIES DEPARTMENT PROGRAM MANAGER

Recommended Education and Experience for Full Performance

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies from an accredited college/university and eight (8) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care, of which four (4) years must be supervisory experience. Any combination of education from an accredited college or university and/or direct experience in this occupation totaling twelve (12) years may substitute for the required education and experience.

Minimum Qualifications

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies from an accredited college/university and six (6) years of any combination of experience including working with communities, working on health or social service related matters, social work/case management experience, behavioral health and/or health care, of which two (2) years must be supervisory experience. Any combination of education from an accredited college or university and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience.

Essential Duties and Responsibilities*

- Develops, writes, evaluates, monitors and coordinates outcome based contracts and services delivered by field staff, coordinators and contractors.
- Leads strategic planning and data analysis, determines and implements best practices, manages grant applications and provides testimony to government bodies as needed.
- Directs and manages unit budget procedures, delivers fiscal reports as needed to the federal government and maintains fiscal tracking databases.
- Represents, mediates, and negotiates at meetings, task forces and government meetings to maintain positive relationships and services statewide.

Bargaining Unit: Not Represented

Statutory Requirements:

Conditions of Employment: Must possess and maintain a New Mexico Driver's License and have own mode of transportation. Pre-employment background investigation is required and is conditional pending results. Work is performed in an office setting. Late hours, weekend and callback work may be required; will be exposed to regular periods of video display terminal and keyboard usage and stressful situations. Some travel may be required. CYFD may require applicants for positions within this series to be licensed at the LMSW or LISW level in accordance with the Social Work Practice Act, Sections 61-31-1 through 61-31-25 NMSA 1978, and 16.63.1 through 16.63.20 NMAC.

Working Conditions: Work is performed in an office setting; late hours, weekends and on-call may be required. Will be exposed to regular periods of video display terminal and keyboard usage and stressful situations. Travel is required. Incumbent will work under stress and frequent time constraints.

Established: 07/25/2014

Revised: 11/18/15 (Min Quals)

**Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.*