



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT **JOB TITLE:** Operations Manager

OPEN: March 19, 2026

EXEMPT: Yes

SALARY: (13/14) \$46.10-\$59.64/hr. DOE

SHIFT: Day/Flex

LOCATION: SWMS

DURATION: Regular Full time

CLOSES: March 26, 2026

JOB CODE:

DIVISION: Policy

DEPARTMENT: SWMS

SUPERVISOR: Executive Director

VACANCIES: 1

JOB SUMMARY: The Operations Manager is a key leadership role responsible for overseeing the day-to-day non-clinical operations of the Secure Withdrawal Management & Stabilization (SWMS) facility, ensuring a safe, efficient, and compliant environment. Working under the direction of the Executive Director and in coordination with the leadership team, this position provides oversight of operational functions through direct supervision of the Facilities Supervisor and Admissions Coordinator, ensuring effective management of facility services, security functions, and admissions coordination in support of a 24/7 ASAM 3.7 level of care program.

The Operations Manager leads operational systems, staffing coordination, and admissions flow to support consistent utilization of program capacity while maintaining alignment with regulatory requirements, organizational policies, and the mission, values, and sovereignty of the Lummi Nation. This role ensures appropriate delegation of responsibilities, maintains clear lines of supervision across operational departments, and supports implementation of operational priorities and budget oversight to sustain a stable environment for high-quality patient care.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

1. Facility & Operational Oversight

- Oversee daily non-clinical operations through coordination and supervision of operational leads.
- Ensure the facility environment is safe, clean, functional, and compliant with WAC 246-337, DOH licensure standards, and Lummi Nation policies.
- Coordinate day-to-day operational logistics to support 24/7 facility operations.
- Monitor facility systems, equipment, and vendor services to ensure reliability and timely issue resolution.
- Support emergency preparedness, drills, and facility safety protocols.

2. Supervision & Workforce Coordination

- Provide direct supervision to the Facilities Supervisor, Admissions Coordinator, and other assigned operational staff.
- Oversee and support the Facilities Supervisor in managing maintenance, environmental services, and dietary/kitchen staff, including security functions.
- Ensure clear communication, accountability, and performance across operational departments.
- Oversee scheduling coordination to ensure consistent 24/7 coverage.
- Support hiring, onboarding, training, and performance management of operational staff and supervisors.
- Ensure staff receive required training in safety, de-escalation (CPI), and emergency response, and support the Security Lead in coordinating and maintaining these trainings.
- Reinforce consistent use of de-escalation techniques and safe response practices across operational staff.

3. Admissions, Census & Community Coordination

- Oversee the Admissions Coordinator and admissions workflow to ensure timely and appropriate intake processes.
- Monitor and manage program census and referral activity to support consistent utilization of available beds.
- Ensure effective coordination of referrals, admissions scheduling, and communication with external partners.
- Support implementation of outreach and community engagement activities in collaboration with the Executive Director and leadership team.
- Coordinate with clinical and medical leadership to align admissions with level-of-care criteria and program capacity.

4. Budget & Resource Management

- Support implementation and monitoring of the operational budget in collaboration with the Executive Director and finance.
- Monitor expenditures, supplies, contracts, and service agreements to ensure responsible use of resources.
- Assist in forecasting operational needs, including staffing, equipment, and facility improvements.

5. Compliance, Safety & Quality Support

- Ensure operational areas maintain compliance with applicable regulatory, safety, and organizational standards.
- Support quality improvement efforts related to facility operations and safety.
- Participate in incident response and ensure appropriate documentation and follow-up.
- Uphold confidentiality standards in accordance with HIPAA, 42 CFR Part 2, and Lummi Nation policies.

6. Administrator-On-Call (AOC) Coverage & Operational Authority

- Serve as a rotating Administrator On-Call (AOC) to provide after-hours, weekend, and holiday leadership coverage.
- Act as the on-call operational lead, coordinating response to urgent staffing, safety, and facility-related issues.
- Provide real-time guidance to staff and ensure appropriate resources and leadership are engaged.
- Coordinate with clinical and medical leadership for patient care decisions and escalate concerns as appropriate.
- Coordinate with Facilities On-Call staff for after-hours facility-related issues.
- Escalate significant operational risks to the Executive Director and ensure timely documentation and follow-up.

7. Professional Standards & Work Expectations

- Maintain a visible leadership presence within the facility.
- Demonstrate professionalism, cultural humility, and respect in a tribal and recovery-centered environment.
- Support a healing-centered environment aligned with the values and sovereignty of the Lummi Nation.
- Work flexible hours as needed to support a 24/7 facility

MINIMUM QUALIFICATIONS:

- Bachelor's degree in healthcare administration, business administration, public health, or related field required.
- Minimum of five (5) years of supervisory or management experience in healthcare, behavioral health, residential, or secure facility setting.
- Experience overseeing operations such as facilities, maintenance, admissions, or support services.
- Demonstrated experience supporting budgets, contracts, or operational resource management.
- Must possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance.
- CPR/BLS certification required or ability to obtain within 90 days of hire.
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- In-depth knowledge of Secure Withdrawal Management & Stabilization (SWMS) licensure requirements, federal, state, and tribal regulations, and organizational policies.
- Skill in leading, supervising, and mentoring staff to ensure high-quality program operations.
- Ability to lead a program that delivers safe, effective, and culturally grounded withdrawal management and stabilization services.
- Knowledge of substance use disorder treatment, withdrawal management protocols, and recovery-oriented care.
- Understanding of trauma-informed, culturally responsive, and holistic care approaches, particularly in tribal health settings.
- Skill in effective communication with staff, clients, tribal leadership, and community partners.
- Ability to adapt to changing clinical, regulatory, and operational needs while maintaining program quality and patient safety.

- Ability to mentor staff, promote professional development, and build a cohesive, high-performing team.
- Skill in analyzing data and preparing reports to support quality improvement and regulatory compliance.
- Knowledge of program management principles, including staffing, budgeting, quality improvement, and operational oversight.
- Skill in developing, implementing, and evaluating policies, procedures, and program protocols.
- Ability to collaborate with interdisciplinary teams and tribal leadership to coordinate integrated services.

WORK ENVIRONMENT & CONDITIONS:

- Secure detox setting with exposure to clients in acute distress.
- Flexible scheduling required.
- Culturally diverse environment that prioritizes respect, humility, and collaboration.

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- This position requires regular contact with or control over Indian children and is therefore subject to successful and extensive criminal background check, CAMIS background check.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.