

Job Announcement



Title: Director of HKO Detox Services
Reports to: CEO
Department: Detox
Status: Full-Time/Exempt
Location: Hilo

POSITION SUMMARY

The Director of Huluhia Ke Ola (HKO) Detox Services provides leadership, operational oversight, and quality assurance management for BISAC’s detoxification and withdrawal management services at Huluhia Ke Ola (HKO). This position is responsible for overseeing daily detox operations, ensuring high-quality client-centered care, maintaining compliance with all regulatory and contractual requirements, and supporting a safe and therapeutic healing environment for clients and staff.

The Director supervises detox operations, admissions coordination, staffing workflows, quality improvement initiatives, program development, and multidisciplinary collaboration to ensure continuity of care and effective service delivery. This role works closely with medical providers, behavioral health staff, leadership, and community partners to strengthen access to services and support recovery-focused outcomes.

MULTIDISCIPLINARY COORDINATION

- Participate in and support a multidisciplinary team approach to screening, admissions, withdrawal management, and placement decisions.
- Collaborate with medical, substance use disorder (SUD), behavioral health, and supportive service staff to ensure coordinated and client-centered care.
- Promote continuity of care through effective communication between detox services, residential programs, outpatient providers, and community resources.
- Support collaborative treatment planning and discharge coordination to improve client outcomes and successful transitions into ongoing care.

POSITION QUALIFICATIONS

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| <p>Minimum Education</p> | <p>Bachelor’s degree in social services, behavioral health, healthcare administration, public administration, or a related field.</p> <p>Minimum of three (3) years of demonstrated experience in detox operations, behavioral health services, healthcare operations, quality assurance, or program management within a human services setting.</p> |
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| <p>Preferred Education/Experience</p> | <p>Master’s degree in behavioral health, psychology, social work, healthcare administration, public administration, or related field, or an active plan toward obtaining an advanced degree. Experience supervising multidisciplinary teams, managing high-acuity environments, and overseeing detoxification or withdrawal management services preferred.</p> <p>Experience with quality improvement initiatives, regulatory compliance, and operational leadership in healthcare or behavioral health settings preferred.</p> |
| <p>Required Certification/Registration</p> | <p>Basic Life Support (BLS): Adult & Pediatric CPR and First Aid CPI Certification, as required TB clearance Valid Hawai‘i State Driver’s License Criminal Background Check clearance and any required APS/CWS clearances</p> |
| <p>Specific Competencies</p> | <p>Strong leadership, organizational, and operational management skills Ability to maintain professionalism and confidentiality in high-acuity environments Strong written, verbal, and interpersonal communication skills Ability to manage multiple priorities in a fast-paced setting Commitment to client-centered, trauma-informed, and recovery-oriented care Ability to work independently and collaboratively within a multidisciplinary team Knowledge of detox operations, behavioral health systems, and crisis response practices.</p> |
| <p>Equipment Used</p> | <p>Agency assigned computer, scanner, copier, fax machine, multi-line telephone, cellular phone, and agency vehicle.</p> |
| <p>Working Environment</p> | <p>Indoors, well-lit, ventilated, or air-conditioned work areas. Exposure to infectious disease is a risk. Noise level in the environment is usually moderate. Verbal or physical escalation may occur in crisis situations</p> |
| <p>Physical Requirements</p> | <p>See attached “Expected Physical Activities” Frequent reading of printed materials is essential</p> |

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| | <p>Listening skills are necessary to effectively respond to staff, clients, medical providers, and community partners</p> <p>Writing and documentation skills necessary to maintain accurate records and reports</p> |
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RESPONSIBILITIES

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| <p>1. Provide operational leadership and oversight for all HKO Detox Center services and programming.</p> |
| <p>2. Oversee daily detox operations, including admissions, discharge coordination, staffing workflows, and communication processes.</p> |
| <p>3. Ensure implementation and monitoring of policies, procedures, and operational systems that support client safety, service quality, and program efficiency.</p> |
| <p>4. Ensure compliance with CARF, HIPAA, 42 CFR Part 2, ADAD, OHCA, OSHA, and all applicable contractual and regulatory requirements</p> |
| <p>5. Monitor detox census, waitlists, admissions flow, and bed utilization to support timely client access to services.</p> |
| <p>6. Conduct regular audits, chart reviews, and operational reviews to support accountability and continuous quality improvement.</p> |
| <p>7. Establish and monitor quality assurance indicators, performance measures, and reporting systems related to detox operations and client outcomes.</p> |
| <p>8. Supervise assigned staff, including scheduling oversight, coaching, performance evaluations, and staff development.</p> |
| <p>9. Facilitate regular operational meetings and multidisciplinary communication to support continuity of care and efficient workflow coordination.</p> |
| <p>10. Support staff training and cross-training efforts to ensure adequate operational coverage and consistency in service delivery</p> |
| <p>11. Maintain working knowledge of withdrawal management protocols, detox workflows, referral processes, and crisis intervention procedures.</p> |
| <p>12. Collaborate with medical providers and clinical teams regarding admissions appropriateness, client care coordination, and discharge planning.</p> |
| <p>13. Support integration with supportive services and community resources, including housing, treatment, healthcare, behavioral health, and recovery support</p> |

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| 14. Ensure accurate and timely documentation, reporting, and data collection related to detox operations and funding requirements. |
| 15. Collect, review, and submit required monthly, quarterly, and annual reports related to program operations, compliance, and performance outcomes. |
| 16. Identify operational challenges and provide recommendations related to staffing, workflow improvements, program development, and resource planning. |
| 17. Participate in quality assurance committees, performance improvement projects, and agency-wide planning initiatives. |
| 18. Assist with emergency response coordination, incident review processes, and operational problem-solving as needed. |
| 19. Collaborate with agency leadership to ensure HKO Detox services align with BISAC's mission, strategic goals, and sustainability efforts. |
| 20. Maintain a safe, professional, trauma-informed, and recovery-oriented environment for clients, staff, and visitors |
| 21. Perform other duties as assigned by the CEO. |

Send resume and completed job application to: hr@bisac.com