

POSITION DESCRIPTION

Department: Lake Chelan Health Clinics Title: Certified Nursing Assistant (CNA)	
Date Created: 12/4/2025 Next Review Date: 12/4/2027	Reports to: Clinic Manager Approved by: <u>Marcus Miller</u> Marcus Miller (Dec 17, 2025 09:34:00 PST) (Administrative Dept. Signature)

POSITION STATUS: ☒ Hourly ☐ Salaried

POSITION SUMMARY

This role is expected to be a conceptual thinker with fantastic organizational and time management skills. The primary function is to prepare patients for their office visit by obtaining and documenting vital signs and medical history and to provide assistance and support to the health care provider. This position works within the healthcare team and is responsible for acting on tasks delegated including medication administration, procedure set-up, assistance, and follow-through.

DUTIES & RESPONSIBILITIES

Clinical Processes:

- Room patients.
- Take and record vital signs.
- Disposing of biohazardous materials.
- Practicing standard precautions.
- Documentation of all testing in patient's chart.
- Staff are expected to actively participate in Quality Improvement Initiatives. Improvement is an ongoing process, not a one-time effort.
- Preparing for any sterile procedures.
- Preparing for patient examination.
- Instructing patients in proper technique to collect urine and fecal specimens.
- Observing and reporting patients' signs or symptoms.

Patient Care:

- Complies with legal regulations by working within their scope of practice.
- Always maintains professional appearance and personal conduct.
- Adhere to employer work practices and policies.
- Maintains patient records confidentiality.
- Process phone messages.
- Telephone and in-person screening limited to intake and gathering of information without requiring the exercise of judgment based on clinical knowledge.
- Preparing and maintaining examination and treatment areas. Sorting, storing, and restocking exam/procedure rooms with supplies. Preparing patients for and assisting with routine and specialty examinations, procedures, and treatments.
- Assists provider with patient tracking systems.
- Screening and following up on test results as directed by a health care practitioner.

- Works closely with provider and staff to help facilitate rapid response to patient needs.
- Assists with providing organized patient flow.

Reception Duties:

- Keeps customer service and the mission of the organization in mind when interacting with all patients, co-workers, and others.
- Demonstrates a positive attitude, is respectful, and possesses cultural awareness and sensitivity toward patients and co-workers.
- Demonstrates sound work ethics, flexible, and shows dedication to the position and the community.
- Follows all safety policies and general housekeeping practices. Ensures the area and its equipment and supplies are neat, clean, safe, and utilized appropriately at all times, and participates in Emergency Preparedness drills.
- Expected to be prepared to start shift at scheduled time, meet attendance standards, and work the hours necessary to perform essential functions of the job.
- Makes appointments in conformance with protocols, procedures and schedules.
- Greets patients and visitors, handles incoming calls and performs general administrative duties.
- Performs other duties and tasks as assigned by clinical supervisor or clinic manager.

QUALIFICATIONS:

- Active Certified Nursing Assistant license in the state of Washington.
- CPR certification.
- Bilingual Spanish language preferred.
- Two years of experience preferred.



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, and encourages employees to take responsibility for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees across all levels and disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships- patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the "top of one's license"
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our patients, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person.

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority on equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Encourage transparency – encourage constructive identification of problems and take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of our work, including operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify a just culture by focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: Clinic

Job Title: Certified Nursing Assistant

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☐	☒	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☐	☒	☐	Reaching: Shoulder Height
☐	☐	☒	☐	Above Shoulder Height
☐	☐	☒	☐	Below Shoulder Height
☐	☒	☐	☐	Climbing
☐	☐	☒	☐	Pulling/Pushing: 25 pounds or less
☐	☐	☒	☐	25-50 pounds
☐	☒	☐	☐	Over 50 pounds
☐	☐	☒	☐	Lifting: 25 pounds or less
☐	☐	☒	☐	25-50 pounds
☐	☒	☐	☐	Over 50 pounds
☐	☐	☒	☐	Carrying: 25 pounds or less
☐	☐	☒	☐	25-50 pounds
☐	☒	☐	☐	Over 50 pounds
☐	☐	☒	☐	Crawling/Kneeling
☐	☐	☒	☐	Bending/Stooping/Crouching
☐	☐	☒	☐	Twisting/Turning
☐	☐	☒	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☐ Unprotected heights

Harmful physical agents:

Lighting: ☒ Bright

☐ Heat/Cold

☐ Dim

☐ Noise

☐ Mechanical hazards

☐ Ionizing/non-ionizing radiation

☐ Hazardous substances

☒ Infectious diseases

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision: ☒ Good ☒ Correctable ☐ Blind

Color Vision: ☒ Normal ☐ Impaired

Hearing: ☒ Normal ☐ Moderate Loss ☐ Deaf

Manual Dexterity: ☒ Good ☐ Fair

Talking/Speech: ☒ Normal ☐ Moderate Loss ☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description: CNA (Clinic) Dec 2025

Final Audit Report

2025-12-17

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