

Job Description



Title/Position: Hancock Clinic - Clinic LPN or CMA

Department: Hancock Clinic

Reports To: Clinic Director

Days/Hours: Hours vary, Monday-Friday; full-time (60+ hours per bi-weekly pay period)

FLSA Status: Non-exempt

Wage Scale: \$20.05-\$29.48

Reviewed: 7/6/26

JOB SUMMARY:

The Clinic Licensed Practical Nurse (LPN) or Certified Medical Assistant (CMA) is a versatile, patient-focused team member responsible for supporting the safe and efficient flow of patient care at the Hancock Clinic. This position works collaboratively with medical providers and registered nurses to provide high-quality clinical and administrative support while helping create a welcoming, organized environment for patients and staff. Responsibilities include preparing patients for visits, supporting daily clinic operations, assisting with basic office and supply management, and completing routine housekeeping tasks to maintain a clean, safe, and professional care environment.

STANDARD REQUIREMENTS:

- Supports the mission, vision, and values that make us SHINE at Appleton Area Health.
- Adhere to AAH Code of Conduct
- Adhere to facility policies
- Supports, cooperates with, and implements specific procedures and programs for:
 - Safety, including universal precautions and safe work practices, established fire/safety/disaster plans, risk management, and security, report and/or correct unsafe working conditions, equipment repair, and maintenance needs.
 - Confidentiality of all data, including resident, employee, and operations data.
 - Quality assurance and compliance with all regulatory requirements.
 - Compliance with current law and policy to provide a work environment free from sexual harassment and all illegal and discriminatory behavior.
- Supports and participates in common teamwork:
 - Cooperates and works together with all co-workers; plans and completes job duties with minimal supervisory direction including appropriate judgment.
 - Uses tactful, appropriate communication in sensitive and emotional situations.
 - Follows up as appropriate with supervisor, co-workers, or residents regarding reported complaints, problems, and concerns.
 - Promotes positive public relations with residents, family members, and guests.
 - Completes requirements for in-service training, acceptable attendance, uniform dress codes including personal hygiene, and other work duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: (The following statement represents the minimum experience and training standards that will be used to admit or reject applicants for interview and selection, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education).

- Graduate of an accredited LPN program or Certified Medical Assistant program required with current licensure in good standing, and certification in good standing, or working to obtain certification
- Two years' experience in a clinic or related health care environment is preferred, but not required
- Skilled in taking basic vital signs, knowledgeable or demonstrates ability to learn phlebotomy and preparation for lab testing
- Current CPR certification

- Must possess verbal and written communication skills to understand and interpret instructions
- Must demonstrate effective communication skills with patients, families, medical providers, hospital staff, care center staff, therapy, hospice, and other service providers
- Must possess organizational ability to plan and coordinate activities of the Clinic and maintain accurate records
- Computer proficiency required

ESSENTIAL FUNCTIONS:

- Core values consistent with a patient/family-centered approach to care
- Demonstrates a positive, respectful attitude and professional customer service
- Acknowledges patients' rights on confidentiality issues, always maintains patient confidentiality, and adheres to HIPAA guidelines and regulations
- Proactively serves as a patient advocate by responding to patient and family concerns with empathy, respect, and professionalism.
- Demonstrates professional practice behaviors, identifies opportunities for improvement, and contributes to a positive, patient-centered clinic environment.
- Builds effective working relationships and collaborates with physicians, nurse practitioners, physician assistants, registered nurses, and other licensed allied health team members.
- Demonstrates proficiency in the use of information technology resources, electronic health records, patient databases, and clinic communication systems.
- Manages provider schedules and schedules patient appointments appropriately based on provider availability, visit type, and clinic processes.
- Greets and registers patients for appointments; verifies and updates demographic, insurance, and other personal information to ensure accuracy.
- Provides, reviews, and explains required patient paperwork and appointment-related forms.
- Collects co-pays and patient payments in accordance with clinic policies and procedures.
- Performs laboratory testing and quality requirements as outlined by laboratory policy and procedure including specimen collection and processing, test performance, result reporting, equipment operation and maintenance, proficiency testing, quality control and assessment
- Maintains a clean, welcoming, and organized reception and patient-care environment. Duties may include cleaning and stocking the coffee station; wiping down counters, pens, clipboards, and frequently touched surfaces; watering plants; organizing waiting areas; and cleaning restrooms as needed.
- Performs routine housekeeping duties, including sweeping, mopping, vacuuming, dusting furniture, woodwork, and equipment, and dust mopping floors.
- Cleans and disinfects restroom fixtures, floors, mirrors, windows, doors, and walls; polishes and cleans fixtures in utility rooms and bathrooms.
- Removes waste, trash, and soiled linens from work areas and places them in designated bags or containers in accordance with infection prevention and safety procedures.
- Uses proper body mechanics and ergonomics to remove snow and apply ice melt around the clinic entrance and sidewalk as needed to maintain safe access for patients, visitors, and staff.
- Demonstrates critical thinking skills, and the ability to make decisions
- Effectively uses AIDET to explain procedural information in a courteous manner
- Performs other duties as assigned

PHYSICAL AND MENTAL DEMANDS:

For physical and mental demands of the position and environment, see the following description.

Physical and Mental Demands (The ADA requires employers to make reasonable accommodations for a person with a Disability. This information is needed to assist AAH in meeting these obligations).					
PHYSICAL DEMANDS (FREQUENCY BASED ON AN 8 HOUR SHIFT)		NOT APPLICABLE	OCCASIONALLY 1-2.5 HR	FREQUENTLY >2.5-6 HR	CONTINUOUSLY >6-8 HR
STANDING				X	
WALKING				X	
SITTING				X	
REACHING ABOVE SHOULDERS			X		
REACHING AT WAIST LEVEL			X		
REACHING BELOW KNEE			X		
CLIMBING		X			
LIFTING ABOVE SHOULDER <10 LBS			X		
LIFTING ABOVE SHOULDER > 10 LBS			X		
LIFTING FROM FLOOR TO WAIST <10 LBS			X		
LIFTING FROM FLOOR TO WAIST 10-30 LBS			X		
LIFTING FROM FLOOR TO WAIST >30 LBS			X		
CARRY WAIST LEVEL <10 LBS			X		
CARRY WAIST LEVEL 10 - 30 LBS			X		
CARRY WAIST LEVEL TO 31 - 50 LBS			X		
CARRY WAIST LEVEL > 50 LBS			X		
PUSHING/PULLING < 20 LBS			X		
PUSHING/PULLING 21 - 75 LBS			X		
PUSHING/PULLING 76 - 150 LBS			X		
PUSHING/PULLING >150 LBS			X		
WRITING			X		
HEARING					X
SQUAT/KNEELING			X		
REPETITIVE ACTIONS			X		
KEYBOARDING			X		
DRIVING		X			
SPEAKING					X
SEEING/VISUAL					X
PHYSICAL ENVIRONMENT					
X	NOISE		FUMES/GASES	X	CHEMICALS
	HEAT/COLD	X	HUMAN TISSUE/FLUIDS	X	BIOHAZARD MATERIALS
X	INFECTIOUS DISEASE		ANIMAL TISSUE/FLUIDS		DIRT
	MOVING MACHINERY	X	RADIATION	X	LASERS
	VIBRATION		WET/HUMID ENVIRONMENT	X	WORK INSIDE
	WORK OUTSIDE	X	TELEPHONE USAGE		
MENTAL DEMANDS					
X	FREQUENT PEOPLE CONTACT	X	FREQUENT INTERRUPTIONS	X	MULT. CONCURRENT TASKS
X	IRREGULAR WORK SCHEDULE	X	DECISION MAKING SKILLS	X	FREQUENT DEADLINES
	SUPERVISORY SKILLS	X	CONCENTRATION REQUIREMENT	X	ORGANIZATIONAL SKILLS
X	DETAILED WORK	X	ABILITY TO WORK INDEPENDENTLY	X	ABILITY TO WORK W/ OTHERS

SPECIAL CONSIDERATIONS/UNIQUE ENVIRONMENTS OR DEMANDS:

Disclaimer

The above statements are intended to describe the general nature of job duties and responsibilities typically assigned, identify the essential functions, and list the requirements of this job. They are not intended to be an exhaustive list of all supplemental duties, responsibilities, or non-essential requirements; nor should this document limit the supervisor's right to modify assignments as necessary. This document does not create a contract for employment.

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of this job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation, I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- I have read and understand this job description.

I do/do not (please circle one) need accommodations under the Americans with Disabilities Act.

Employee's Name (Printed): _____

Employee Signature: _____

Effective Date: _____