

Job Description



Title/Position: Hospital Unit Clerk & CNA

Department: Hospital

Reports To: Hospital Director of Nursing

Days/Hours: 72 hours per bi-weekly pay period; every 3rd weekend; nights

FLSA Status: Non-exempt

Wage Scale: \$18.91-\$25.96

Reviewed: 8/13/26

JOB SUMMARY:

The Hospital Unit Clerk/CNA acts as a liaison between patients, visitors, and medical staff. They manage patient records, handle phone calls, schedule appointments, and ensure the smooth operation of the unit by assisting with various activities of daily living and clerical duties.

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).

- **Education:**
 - High School graduate or equivalent. No previous experience is required. On-the-job training in practices and procedures of the hospital and certain medical terminology.
- **Licensure/Certification:**
 - Certified Nursing Assistant preferred or willingness to obtain
- **Skills:**
 - Strong organizational skills and attention to detail.
 - Excellent communication and interpersonal skills.
 - Proficiency in computer skills and data entry.
 - Ability to work in a fast-paced environment and handle multiple tasks.

- Knowledge of medical terminology and basic medical procedures preferred.
- Exceptional customer service skills in greeting patients and guests

ESSENTIAL FUNCTIONS:

- Patient Care Coordination
 - Coordinate admissions, transfers, and discharges with the care team.
- Record Keeping
 - Maintain and update patient records, medical charts, and electronic health records.
- Scheduling
 - Schedule and organize appointments, surgeries, and diagnostic tests under the direction of nursing staff to ensure patient preparedness and timely arrival.
- Communication
 - Facilitate communication between medical staff, patients, and families.
- Supply Management
 - Order and management of supplies and equipment necessary for unit operations including outdates.
- Administrative Support
 - Assist with registration, insurance documentation, and other administrative tasks.
- Compliance
 - Ensure compliance with hospital policies and procedures, regulations, and standards of care.
- Reporting
 - Participate in data collection, prepare and distribute reports and updates to unit staff.
- Collaboration
 - Work collaboratively with nurses, physicians, and other healthcare professionals to ensure patient care is coordinated effectively.
- Provide direct patient care under the supervision of a registered nurse, assist with activities of daily living, and monitor patient vital signs and well-being.
- Maintain a clean and safe environment for patients

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
	HEAT/COLD	X	HUMAN TISSUE/FLUIDS	X
X	INFECTIOUS DISEASE		ANIMAL TISSUE/FLUIDS	
	MOVING MACHINERY	X	RADIATION	X
	VIBRATION		WET/HUMID ENVIRONMENT	X
	WORK OUTSIDE	X	TELEPHONE USAGE	
MENTAL DEMANDS				
X	FREQUENT PEOPLE CONTACT	X	FREQUENT INTERRUPTIONS	X
X	IRREGULAR WORK SCHEDULE	X	DECISION MAKING SKILLS	X
	SUPERVISORY SKILLS	X	CONCENTRATION REQUIREMENT	X
X	DETAILED WORK	X	ABILITY TO WORK INDEPENDENTLY	X
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: _____