

## **CASCADE MEDICAL CENTER**

**SUBJECT:** JOB DESCRIPTION  
CERTIFIED NURSING ASSISTANT

**SUPERVISOR:** Director of Nursing

**SHIFT:** Day Shift and/or Night Shift

**A. CONDITIONS OF EMPLOYMENT**

Basic conditions of employment form the fundamental performance requirements for continued employment. To support and fulfill the mission and purpose of Cascade Medical Center, all employees, regardless of job title, are expected to perform their job duties in accordance with these standards. This expectation includes excellent customer service to patients, family and community members, and co-workers; integration of quality improvement initiatives in all aspects of the job, and ethical professional and personal behavior. Meeting these expectations is a minimum requirement for continued employment.

**B. BASIC CONDITIONS OF EMPLOYMENT STANDARDS**

1. Customer Service: Actively listen to customer needs/concerns and respond in a timely and courteous manner. Exhibit friendly, positive demeanor. Meet or exceed customer expectations with a human, personal feel. Be an active member of the Cascade community. Work as a team player.
2. Quality: Maintain levels of quality of service/product that meet or exceed customer expectations through demonstrated contributions to process/system improvements. Participate in and support the work of quality committees and special projects as assigned.
3. Professional/Personal Conduct: Demonstrate positive personal attitude. Manage time in efficient, customer driven manner. Maintain skills in accordance with job parameters. Participate in medical center compliance program. Accept direction and/or provide direction in a cooperative and positive manner. Safeguard patient confidentiality.

**C. SCOPE AND PURPOSE:**

Perform various patient care activities and related non-professional services necessary for caring for the personal needs and comfort of patients, under the supervision of a RN or LPN. Support and promote the healthcare team at CMC.

**D. ESSENTIAL JOB FUNCTIONS AND STANDARDS**

**Clinical (45%):** Provide direct patient care activities as directed by an RN or LPN in accordance with C.N.A. practice guidelines, CMC policies and procedures including competency standards according to individual patient age-related needs.

- Demonstrate knowledge, skill and ability to competently care for all assigned age groups.

- Integrate knowledge, experience, professional standard and CMC policies and procedures into care practice.
- Collaborate, communicate and cooperate with other healthcare team members under the direction of an RN or LPN to develop, implement and revise individual patient treatment plan and goals.
- Assist with patient discharge or transfer plans and arrangements.
- Provide and manage, following protocols, emergency/urgent/outpatient care.
- Maintain a safe, comfortable and therapeutic environment for patients, families, customers and CMC team members.
- Comply with CMC policies regarding patient safety, privacy, security and confidentiality.
- Respond promptly and accurately to verbal and written instruction.
- Communicate baseline data gathered to supervising nurse including documentation as directed.
- Respond promptly to all patient calls.
- Meet CMC customer service standard including interpersonal communication and professional conduct expectations.

**Interpersonal Relations (30%):** Engage in professional and personal conduct that promotes quality services to patients, customers, and healthcare team members. Provide leadership and guidance to team members under direct supervision. Support and promote positive interpersonal and working relationships with all CMC staff. Aid in the fulfillment of the CMC mission by promoting the positive healthcare image of CMC throughout the community.

- Provide direct, quality assistance to medical team providers.
- Communicate clear and concise information with provider to assist with proper management of patient care.
- Communicate clearly and therapeutically with patient and families the treatment and plan of care.
- Report and all patient or family concerns to supervising personnel.
- Identify levels of patient satisfaction on an ongoing basis and intervene as guided and directed by the RN or LPN on duty.
- Respond to changing needs and requirements of CMC with a flexible and positive attitude.
- Acknowledge and respect patient and customer cultural and religious beliefs and practices.
- Offer and receive assistance as needed.
- Comply with CMC policies and procedures for conflict resolution.
- Participate/attend staff meetings, in-service and education programs.
- Assist with new employee orientation and continuing education.
- Pursue and maintain current certification requirements.
- Perform other duties as assigned.
- Comply with privacy and confidentiality policies regarding patients and families, as well as CMC affairs, at all times.

**Additional Hospital Duties (25%):** Perform other hospital duties including but not limited to dietary, housekeeping and laundry. Participate in activities for the improvement of the delivery of quality care and the position and image of CMC.

- Assist dietary in the preparation of meals according to dietary guidelines set by the Registered Dietician.
- Assist with kitchen housekeeping tasks as designated.
- Perform housekeeping duties as assigned such as vacuuming, trash disposal, patient room turnover and public bathroom cleaning.
- Perform all laundry duties, washing, drying, folding and storing of hospital linens.
- Know and comply with all infection control policies and procedures related to the performance of additional hospital duties.

E. QUALIFICATIONS

Education: High School Diploma, GED or Senior High School student with a Nursing Assistant Certification  
or  
R.N. Nursing Student (college level) with at least one year of clinical rotation

Licensure: Certified Nursing Assistant, BLS certification, and other certifications as required

Physical Activities: See attached.

Environmental: See attached.

F. WORKING ENVIRONMENT

Risk of exposure to (check those that apply and list "other")

<input type="checkbox"/> Blood & bodily fluids	<input type="checkbox"/> Latex	<input checked="" type="checkbox"/> Odors, chemicals
<input checked="" type="checkbox"/> Disease	<input type="checkbox"/> Hazardous drugs	Other: _____
<input type="checkbox"/> TB (to require mask)	<input checked="" type="checkbox"/> Mechanical/Electrical	Other: _____

G. PHYSICAL REQUIREMENTS

Please complete based on a normal day's work.

Employees are asked to sign a statement indicating whether they can perform the essential functions of their position. Requests for accommodation will be considered on an individual basis.

Classifications	Max	Frequent	Occasional	This Job
Sedentary	10 lbs.	-	-	
Light	25 lbs.	10 lbs.	-	
Medium	50 lbs.	25 lbs.	10 lbs.	<b>X</b>
Heavy	100 lbs.	50 lbs.	20 lbs.	
Very heavy	>100 lbs.	-	-	

	Frequent > 60% of day	Occasional 30% of day	Limited Up to 30% of day
Sitting		<b>X</b>	
Twisting/turning from waist		<b>X</b>	
Standing	<b>X</b>		
Climbing			<b>X</b>
Crawling			--
Left/right foot movement		<b>X</b>	
Walking	<b>X</b>		
Bending		<b>X</b>	
Stooping		<b>X</b>	
Kneeling			<b>X</b>
Squatting			<b>X</b>
Push/pull objects on roller/wheel			<b>X</b>
Push/pull objects not on rollers/wheels			<b>X</b>
Reaching above shoulder level		<b>X</b>	
Reaching below shoulder level		<b>X</b>	
Moving objects horizontally (left to right)		<b>X</b>	
Moving objects vertically (up and down)		<b>X</b>	
Handing (holding, grasping, working with hands)		<b>X</b>	
Fine finger manipulation (size, shape, temperature, texture by finger receptors)		<b>X</b>	

	Check If Appropriate
Senses needed to perform essential functions of the position: Hearing, talking, depth perception, color, vision, touch and smell.	<b>X</b>
Maintain a stable posture and gait with hands free to perform anticipated or routine and emergent patient care.	<b>X</b>
Endurance (cardiovascular fitness)	
Physically and mentally able to work extended hours when necessary	<b>X</b>

I have read the job description above and agree that I am qualified and able to perform the job to the best of my ability:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Administrator Signature

\_\_\_\_\_  
Date