# Community Health Worker Core Skills

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| 1. **Communication Skills**
 | **Covered** | **Highlights of your program in this area** |
| * 1. Ability to use language confidently
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| * 1. Ability to use language in ways that engage and motivate
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| * 1. Ability to communicate using plain and clear language
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| * 1. Ability to communicate with empathy
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| * 1. Ability to listen actively
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| * 1. Ability to prepare written communication including electronic communication
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| * 1. Ability to document work
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| * 1. Ability to use the language of the community served (may not be fluent in language of all communities served)
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| 1. **Interpersonal and Relationship-building Skills**
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| * 1. Ability to provide informal counseling and social support
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| * 1. Ability to conduct self-management coaching
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| * 1. Ability to use interviewing techniques (e.g. motivational interviewing)
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| * 1. Ability to work as a team member
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| * 1. Ability to manage conflict
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| * 1. Ability to practice cultural humility
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| 1. **Service Coordination and Navigation Skills**
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| * 1. Ability to coordinate care (including identifying and accessing resources and overcoming barriers)
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| * 1. Ability to make appropriate referrals
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| * 1. Ability to facilitate development of an individual and/or group action plan and goal attainment
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| * 1. Ability to coordinate CHW activities with clinical and other community services
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| * 1. Ability to follow-up and track care and referral outcomes
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| 1. **Capacity Building Skills**
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| * 1. Ability to help others identify and develop to their fullest potential
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| * 1. Ability to work in ways that increase individual and community empowerment
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| * 1. Ability to network, build community connections, and build coalitions
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| * 1. Ability to teach self-advocacy skills
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| * 1. Ability to conduct community organizing
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| 1. **Advocacy Skills**
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| * 1. Ability to contribute to policy development
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| * 1. Ability to advocate for policy change
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| * 1. Ability to speak up for individuals and communities
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| 1. **Education and Facilitation Skills**
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| * 1. Ability to use empowering and learner-centered teaching strategies
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| * 1. Ability to use a range of appropriate and effective educational techniques
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| * 1. Ability to facilitate group discussions and decision-making
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| * 1. Ability to plan and conduct classes and presentations for a variety of groups
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| * 1. Ability to seek out appropriate information and respond to questions about pertinent topics
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| * 1. Ability to find and share requested information
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| * 1. Ability to collaborate with other educators
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| * 1. Ability to collect and use information from and with community members
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| 1. **Individual and Community Assessment Skills**
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| * 1. Ability to participate in individual assessment through observation and active inquiry
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| * 1. Ability to participate in community assessment through observation and active inquiry
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| 1. **Outreach Skills**
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| * 1. Ability to conduct case-finding, recruitment and follow-up
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| * 1. Ability to prepare and disseminate materials
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| 1. **Professional Skills and Conduct**
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| * 1. Ability to set goals and to develop and follow a work plan
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| * 1. Ability to balance priorities and to manage time
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| * 1. Ability to use pertinent technology
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| * 1. Ability to pursue continuing education and life-long learning opportunities
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| * 1. Ability to work safely in community and/or clinical settings
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| * 1. Ability to observe ethical and legal standards (e.g. CHW Code of Ethics, Americans with Disabilities Act [ADA], Health Insurance Portability and Accountability Act [HIPAA])
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| * 1. Ability to recognize the implications of mandatory reporting
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| * 1. Ability to participate in professional development of peer CHWs and in networking among CHW groups
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| * 1. Ability to set boundaries and practice self-care
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| 10. **Knowledge Base**  |  |  |
| 1. Knowledge about pertinent health issues
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| 1. Knowledge about healthy lifestyles and self-care
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| 1. Knowledge about integration of mental/behavioral and physical health
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| 1. Knowledge about health behavior theories
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| 1. Knowledge of basic public health principles
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| 1. Knowledge about the community served
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| 1. Knowledge about U.S. health and social service systems
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| 1. Knowledge about social determinants of health
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| 1. Knowledge about critical thinking techniques and problem solving
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| **Other topic areas not listed above, that you consider crucial to include:** | **Comments (continue on back of sheet if needed)** |
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**QUALITIES:** Something a person is capable of being; personal characteristics or traits can be enhanced but not taught

1) National Community Health Advisor Study (1998) 2) New York State CHW Study (2011)



Sources: 1) The National Community Health Advisor Study (1998) & 2) Community Health Worker Network of NYC ( 2011)

2-28-15: <http://www.chwnetwork.org/media/102741/chw-training-qualities.pdf>