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