

WORK PROCESS SCHEDULE
Community Health Worker (CHW)
O*NET-SOC Code: 21-1091.00 RAPIDS Code:

Description: Community Health Workers (CHWs) are frontline public health workers who are trusted members of and/or have an unusually close understanding of the community they serve. This trusting relationship enables CHWs to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

CHWs also build individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy. (American Public Health Association, 2008)

The CHW serves as a bridge between the community and the health care, government and social service systems.

Key work duties vary by employment location but may include the following as determined by the American Public Health Association Community Health Worker Special Primary Interest Group.

The CHW's responsibilities can include:

- helping individuals, families, groups and communities develop their capacity and access to resources including health insurance, food, housing, quality care and health information;
- facilitating communication and individuals' empowerment in interactions with health care/social service systems;
- helping health care and social service systems become culturally relevant and responsive to their service population;
- helping people understand their health condition(s) and develop strategies to improve their health and well being;
- helping build understanding and social capital to support healthier behaviors and lifestyle choices among people;
- delivering health information using culturally appropriate terms and concepts;
- linking people to health care/social service resources;
- providing informal counseling, support and follow-up;
- advocating for local health needs;
- providing health services, such as monitoring blood pressure and providing first aid;

- making home visits to chronically ill patients, pregnant women and nursing mothers, individuals at high risk of health problems, and the elderly; and
- translating and interpreting for individuals and health care/social service providers.

Apprentices will receive training in the various work experiences listed below. The order in which the apprentice learns will be determined by the flow of work in the job, and will not necessarily be in the order listed. Times allotted to these various processes are estimated for the average Apprentice to learn each phase of the occupation and demonstrate competency. Given the broad diversity in settings and populations served, work-based learning requirements may be appropriately modified and customized to meet the unique requirements of support environments.

Community Health Worker Apprenticeship - 1 yr			
1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
On-the-Job Learning (2,000-2,200 hours)			
Core CHW Didactic Training (160 hours)		CHW Differential Training (140 hours)	

Work Experience Competencies

Approximate Hours (Min/Max)

I. Introduction to the Community Health Worker role and Orientation to the Work Environment

80-90

a. Orientation to the role of the Community Health Worker

- (1.) Job description and requirements;
- (2.) CHW certification requirement and application process;
- (3.) Overview & fulfillment of employer’s philosophy;
- (4.) Employer history;
- (5.) Employer Policy and Procedures;
- (6.) Co-worker, mentor and supervisory relationships;
- (7.) Access to mentors, supervisors, employee assistance programs and other support structures; and
- (8.) Overview of upcoming regular and specialized social and other employer events.

b. Overview of specialized and technical knowledge unique to the work environment

120-150

- (1.) Characteristics of the individual(s) served;
- (2.) Terminology necessary for the work environment;
- (3.) Operation and maintenance of computer and video conferencing equipment;
- (4.) Health and medical concerns unique to the work environment; and
- (5.) Introduction to mechanisms of data collection and documentation.

c. Employee and individuals' safety in the medical/community environment (some areas based on employment location) 80-90

- (1.) Blood borne pathogens/ universal precautions/infection control;
- (2.) CPR/Basic First Aid;
- (3.) Assessing community safety;
- (4.) Recognizing and correcting hazards in the workplace;
- (5.) Safety precautions for home or community visits;
- (6.) Responding to emergencies; and
- (7.) Reasonable risk and common sense.

d. Ethical and professional practice 120-150

- (1.) Putting CHW ethics into practice;
- (2.) Career and educational paths available within the work environment;
- (3.) Becoming a culturally competent practitioner;
- (4.) Mastering team work and collaboration skills;
- (5.) Self assessment, performance appraisal and use of constructive criticism;
- (6.) Communicating effectively with others;
- (7.) Confidentiality including HIPAA;
- (8.) Creative problem solving; and
- (9.) Understanding and fulfilling the employer's mission.

II. Development of community based networking and advocacy (customized for specific region and employer)

a. Community Networking 320-335

- (1.) Developing individualized strategies;
- (2.) Community centered supports;
- (3.) Focus on participant (individuals/community)-defined outcomes;
- (4.) Integrating formal and informal supports; and
- (5.) Eliciting, respecting and actively supporting participant choices and preferences;

b. Advocacy, Supporting Empowerment 320-335

- (1.) Promotion of empowerment and self-confidence of individuals/community to speak out for themselves and others;
- (2.) Identifying issues related to the population served;
- (3.) Educating the community served on advocacy techniques;
- (4.) Assist individuals and communities to act collaboratively; and
- (5.) Common challenges to human, civil and legal rights.

III. Health Literacy (Customized to employer and community needs) 320-350

- a. Preventive health and dentistry;
- b. Characteristics of a healthy lifestyle;
- c. Responding to common health concerns;

- d. Responding to individual health needs;
- e. Safety (environmental, personal, and driving);
- f. Identifying health resources, judging quality, and coordinating/communicating with health care practitioners; and
- g. Supporting individuals in understanding and participating in routine and special health care screening and treatment.

IV. Communication

320-350

- a. Effective and appropriate communication skills;
- b. Basic group communication skills and facilitation structures;
- c. Effective, efficient and timely documentation;
- d. Using alternative communication devices;
- e. Obtaining and utilizing interpreters when needed;
- f. Utilization of positive behavior support; and
- g. Conflict Resolution.

V. Teaching and Supporting Others

320-350

- a. Use of adult learning principles;
- c. Teaching strategies;
- d. Providing constructive feedback;
- e. Teaching skills customized to the individuals;
- f. Presentation skills; and
- g. Utilization of common A/V equipment.

****Estimated hours to complete competencies***

2000-2200

**The employer and skill mentor (where appropriate) shall review all of the above work processes and adapt the appropriate competencies, which are appropriate for the Agency's specific needs/requirements and to ensure the Apprentice is properly trained in all aspects of the occupation.*

RELATED INSTRUCTION OUTLINE
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The basis for skills development is derived from the eight core skill and knowledge competencies adopted by the certification program and identified in the National Community Health Advisor Study, June 1998, for CHWs. Additional training will be provided based on employer input and industry standards. The following related training outline identifies subject matter that must be mastered by the Apprentice (although not necessarily in the order listed) in order to successfully complete the program.

****Required Coursework for CHW Certification from the Texas Department of State Health Services – The Texas CHW Certification laws are currently starting the quadrennial review process. Required coursework will be evaluated and modified if necessary at the completion of this process to adhere to rule revisions.**

Course 1: Communication Skills** **20**

- Use language confidently and appropriately;
- Speak and write to individuals in their preferred language at an appropriate comprehension level;
- Present information to individuals in a clear and concise way;
- Listen actively and non-judgmentally;
- Speak to groups; and
- Provide feedback to health and human services agencies, funding sources and community-based organizations.

Course 2: Interpersonal Skills** **20**

- Represent others, their needs and the needs of the community;
- Be sensitive, respectful and empathetic;
- Establish relationships with individuals and service providers;
- Assist individuals and groups in resolving conflicts;
- Recognize and appropriately respond to the beliefs, values, culture and languages of the populations being served; and
- Maintain confidentiality of individual's information.

Course 3: Service Coordination Skills** **20**

- Refer individuals to appropriate service providers and instruct/train individuals on how to follow-up on referrals from providers;
- Develop networks to address community needs;
- Help improve access to resources; and
- Serve as a liaison between organizations and specific groups.

Course 4: Capacity-Building Skills** **20**

- Encourage and empower individuals to be self-sufficient by identifying problems and resources to solve the problems;
- Foster local partnerships that will improve service delivery;
- Assist individuals in identifying and pursuing community goals;
- Continue to learn new and better ways of serving the community through formal and informal training;
- Build leadership skills in other community members; and
- Assess the needs of the community.

Course 5: Advocacy Skills** **20**

- Promote a cause and organize individuals, existing resources and data to support the cause;
- Identify and work with advocacy groups;
- Stay abreast of structural and policy changes in the community and within health and human services systems; and
- Speak for individuals or communities to overcome barriers and withstand intimidation.

Course 6: Teaching Skills** **20**

- Use methods that motivate, inspire and promote learning in one-on-one or group settings;
- Employ instructional and coaching techniques that address various learning styles;
- Organize presentation materials;
- Identify and explain the goals and objectives of a training program
- Evaluate the success of a training program and measure the progress of individual learners;
- Provide reliable information appropriate to the needs of the learner; and
- Operate commonly used audiovisual equipment.

Course 7: Organizational Skills ** **20**

- Record and maintain information on individuals, referrals and appointments;
- Plan, organize and set-up presentations, training sessions, workshops and other activities;
- Effectively manage time; and
- Prioritize activities, yet remain flexible.

Course 8: Knowledge Base on Specific Health Issues**	20
<ul style="list-style-type: none"> • Gain and share basic knowledge of health and human services, specific health issues and their community; • Stay current on issues affecting individuals and know how and where to find answers to difficult questions; • Understand consumer rights to ensure accessible and appropriate services; and • Find information on specific health topics. 	
<hr/> Total Training Hours for Core Competencies:	<hr/> 160

The following supplemental coursework can be modified to address the special needs of the sponsoring agency while allowing the Apprentice to lattice into other healthcare positions, if desired. Certified CHWs can add additional coursework to gain beneficial skills to remain a CHW or can focus on one of two tracks leading to movement into another career lattice depending on their interest, skills and the employer needs. Track one will focus coursework on additional social service skill allowing the CHW to work toward an Associates Degree in Social Science. Track two will focus on added clinical skills allowing transition into multiple allied health or nursing opportunities. By diversifying the supplement coursework, CHWs can, if desired, transition into additional healthcare training programs to promote possible growth and movement. However, this will be done with the understanding that some individuals will remain in the CHW workforce as a viable career choice.

<i>Supplemental Course 1</i>	30
<ul style="list-style-type: none"> • Case Management Skills 	
<i>Supplemental Course 2</i>	30
<ul style="list-style-type: none"> • Nutrition, Exercise and Consumer Education 	
<i>Supplemental Course 3</i>	20
<ul style="list-style-type: none"> • Quality Health Care Expectations; • Assessing Health Indicators 	
<i>Supplemental Course 4</i>	60
<ul style="list-style-type: none"> • Diabetes; • Cardiovascular Disease; • COPD; • Asthma; • Vaccinations 	
<hr/> Total Supplement Training	<hr/> 140
Total Apprentice Training Hours	300