

## Community Health Workers (CHWs)



*A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker 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. A community health worker also builds 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)

### Examples of Community Health Worker Duties<sup>1,2</sup>

- Client Advocacy
- Social Services System Navigation
- Health Education/Health Promotion
- Outreach
- Healthcare System Navigation
- Referral and follow up
- Providing transportation services
- Care Coordination
- Translation/ Interpretation
- Insurance Enrollment
- Support for medication adherence
- Health Screening
- Chronic Disease Self-Management
- Emergency Preparedness

## Community Health Worker Core Competencies

The core competencies found below are examples of what employers look for in community health worker candidates. Employers will also strengthen these competencies through in-house professional development.

- Engagement Skills
- Motivational support
- Fosters team work
- Empowers others
- Initiative
- Results oriented
- Decisiveness
- Credible
- Flexible
- Stress management
- Interpersonal awareness
- Influencing others
- Builds collaborative relationships
- Customer oriented
- Analytical thinking
- Forward thinking
- Managing change
- Strategic thinking
- Culturally competent
- Reliable
- Coachable

## Knowledge and Experience<sup>2</sup>

Community health workers are unique in that they represent the communities served. Both work and life experience may include the following:

- Knowledge of geographic areas
- Persons with Substance Abuse disorders
- Homeless Persons
- Persons with disabilities
- Immigrant/Refugees
- Older Adults
- Persons at risk of or living with HIV/AIDS
- Pregnant women
- Adolescents
- Infants/children
- Migrant workers
- LGBTQ persons
- Domestic and Sexual Violence survivors
- Person with mental illness
- Previously incarcerated individuals
- Chronic Disease
- Social Determinants of Health
  - Economic Stability
  - Neighborhood and Physical Environment
  - Education
  - Food
  - Community and Social Context
  - Health Care System
- Prevention Programs

## Education Requirements

- High School Diploma
- Lived Experience
- Workforce Development Certificates
- LPN
- CNA
- Associate's Degree
- Bachelor's Degree

## Capital Region Community Health Worker Wage

[NYS Department of Labor Job Code: 21-1094](#)

Entry \$31, 220

Average \$55, 760

## Tools & Resources

### [Who's Going to Care? Analysis and Recommendations for Building New York's Care Coordination and Care Management Workforce](#)

To better understand provider challenges and expectations for the care coordination and care management workforce, 1199SEIU Healthcare Workers East (1199SEIU) and the Primary Care Development Corporation (PCDC) surveyed New York State Health Home providers about workforce roles and jobs, including education and skills requirements, salary range and training needs.

### [Paving a Path to Advance the Community Health Worker Workforce in New York State: A New Summary Report and Recommendation](#)

This report was produced by the Community Health Worker Network of NYC, in partnership with the New York State Health Foundation and the Columbia University Mailman School of Public Health. The report and recommendations build and expand on the work of the New York State Community Health Worker Initiative and the Leadership Advisory Group of New York health care leaders. The Initiative, launched in 2010, created this advisory group that provided counsel in this work.

### [Edward M. Kennedy Community Health Center Community Health Worker Orientation Toolkit](#)

The Toolkit includes policies and procedures; assessments, documentation and data collection standards; job descriptions; standards for communicating with patients, coworkers and partner agencies; resources; and basic education guidelines. This Toolkit includes samples and resources developed by Kennedy CHC, partner agencies, and links to additional information available through other reputable sources. Attachments for specific sections are included at the end of the Toolkit.

### [Community Health Worker \(CHW\) Toolkit A GUIDE FOR EMPLOYERS](#)

#### [Minnesota Department of Health: Office of Rural Health and Primary Care](#)

This Toolkit focuses on Community Health Workers (CHWs). Its purpose is to provide employers and prospective employers with practical guidance for organizational and practice integration of CHWs, and to understand the education and competencies of CHWs.

### [Integrating Community Health Workers into Complex Care Teams: Key Considerations](#)

This technical assistance brief examines effective strategies for including CHWs in complex care teams drawing from the experiences of organizations participating in the Center for Health Care Strategies' (CHCS) Transforming Complex Care initiative and national experts in CHCS' Complex Care Innovation Lab.

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<sup>1</sup> [The Community Health Worker Core Consensus \(C3\) Project: 2016 Recommendations on CHW Roles, Skills, and Qualities.](#)

<sup>2</sup> [Community Health Worker Initiative of Boston: Career Pathway Models](#)