

# **Recommendations for the Governor’s Health Workforce Council: Community Health Worker Competencies and Skills**

The Competencies and Skills presented in this document were voted upon by the Community Health Worker Workgroup (formed by the Governor’s Health Workforce Council) on March 20<sup>th</sup>, 2018.

## **Workgroup Membership**

Rebecca Adkins, Ascension Health

Kathy Cook, Affiliated Services Provider of Indiana

Terry Cook, Indiana Family and Social Services Administration, Division of Mental Health and Addiction

Margarita Hart, Indiana Community Health Workers Association

Derris Harrison, Indiana Family and Social Services Administration, Office of Medicaid Policy and Planning

Judy Hasselkus, Indiana Department of Workforce Development

Laura Heinrich, Indiana State Department of Health

Don Kelso, Indiana Rural Health Association

Jennifer Long, Marion County Public Health Department

Mary Anne Sloan, Ivy Tech Community College

Mandy Rush, Mental Health America of Northeast Indiana

Lisa Staten, Richard M. Fairbanks School of Public Health

Andrew VanZee, Indiana Hospital Association

Carol Weiss-Kennedy, IU Health Bloomington

## **COMPETENCY I: COMMUNICATION SKILLS**

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- A) Ability to use language confidently
- B) Ability to use language in ways that engage and motivate
- C) Ability to communicate using plain and clear language
- D) Ability to communicate with empathy
- E) Ability to listen actively
- F) Ability to prepare written communication (examples: client encounter documentation) including electronic communication (e.g., email, telecommunication device for the deaf)
- G) Ability to document work and communicate with care team (and employer) if applicable
- H) Ability to communicate with the community served (may not be fluent in language of all communities served)
- I) Ability to use culturally appropriate language

## **COMPETENCY II: INTERPERSONAL AND RELATIONSHIP-BUILDING SKILLS**

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- A) Ability to provide coaching, social support, and problem solving skills to the client
- B) Ability to conduct self-management coaching to empower individuals to improve their health
- C) Ability to use interviewing techniques (e.g. motivational interviewing)
- D) Ability to work as a team member
- E) Ability to manage conflict
- F) Ability to practice cultural humility and be sensitive to other cultures

## **COMPETENCY III: SERVICE COORDINATION AND NAVIGATION SKILLS**

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- A) Ability to coordinate care (including identifying and accessing resources, overcoming barriers, and understanding the social services and health systems)
- B) Ability to make appropriate referrals
- C) Ability to facilitate development of an individual and/or group action plan, goal attainment, and facilitate output of action plan
- D) Ability to coordinate CHW activities with clinical and other community services
- E) Ability to follow-up and track care and referral outcomes

## **COMPETENCY IV: CAPACITY BUILDING SKILLS**

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- A) Ability to help others identify goals and develop to their fullest potential
- B) Ability to work in ways that increase individual and community empowerment
- C) Ability to network and build community connections
- D) Ability to teach self-advocacy skills
- E) Ability to assist with community organizing

## **COMPETENCY V: ADVOCACY SKILLS**

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- A) Ability to contribute to development of policies that focus on community health
- B) Ability to advocate for change in policies that focus on community health
- C) Ability to identify barriers to care for individuals and community and speaking up to promote change.

## **COMPETENCY VI: EDUCATION AND FACILITATION SKILLS**

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- A) Ability to use empowering and learner-centered teaching strategies
- B) Ability to use a range of appropriate and effective educational techniques that are culturally appropriate
- C) Ability to facilitate group discussions and decision-making using culturally appropriate strategies
- D) Ability to plan and conduct classes and presentations for a variety of groups
- E) Ability to seek out appropriate information and respond to questions about pertinent topics (in culturally appropriate context)
- F) Ability to find and share requested information that is culturally appropriate
- G) Ability to collaborate with other educators in a culturally appropriate context
- H) Ability to collect and use culturally appropriate information from and with community members
- I) Ability to utilize education and facilitation skills that are culturally appropriate

## **COMPETENCY VII: INDIVIDUAL AND COMMUNITY ASSESSMENT SKILLS**

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- A) Ability to participate in individual assessment through observation and active inquiry
- B) Ability to participate in community assessment through observation and active inquiry

## **COMPETENCY VIII: OUTREACH SKILLS**

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- A) Ability to identify need, recruit, and follow-up
- B) Ability to prepare and disseminate information
- C) Ability to identify existing resources, build a current resources inventory, and maintain a current resources inventory

## **COMPETENCY IX: PROFESSIONAL SKILLS AND CONDUCT**

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- A) Ability to set goals and to develop and observe a work plan
- B) Ability to balance priorities and to manage time
- C) Ability to apply critical thinking techniques, problem solving, and identify when follow-up is needed with the appropriate multi-disciplinary teams
- D) Ability to use pertinent technology
- E) Ability to observe and follow ethical and legal standards (e.g. CHW Code of Ethics, Americans with Disabilities Act [ADA], Health Insurance Portability and Accountability Act [HIPAA])
- F) Ability to identify situations calling for mandatory reporting and carry out mandatory reporting requirements
- G) Ability to participate in professional development of peer CHWs and in networking among CHW groups
- H) Ability to set boundaries and practice self-care

## **COMPETENCY X: EVALUATION AND RESEARCH SKILLS**

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- A) Ability to assist, support, and contribute to evaluation and research processes

## **COMPETENCY XI: KNOWLEDGE BASE**

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- A) Knowledge about social determinants or social factors related to health and health disparities
- B) Knowledge about pertinent health issues
- C) Knowledge about healthy lifestyles and self-care
- D) Knowledge about mental/behavioral health issues and their connection to physical health
- E) Knowledge about the factors that contribute to health behaviors
- F) Knowledge of basic public health principles
- G) Knowledge about the community served
- H) Knowledge about system and resources for health and social service in the United States and local community