



Community Health Worker Core Competencies

KNOWLEDGE AND SKILLS THAT CHWS IN ARIZONA MUST HAVE TO FULFILL
THEIR CORE ROLES AND SCOPE OF PRACTICE

Core Competencies	Associated Skills
1. Communication	1a. Use language confidently
	1b. Use language in ways that engage and motivate
	1c. Communicate using plain and clear language
	1d. Communicate with empathy
	1e. Listen actively
	1f. Prepare written communication including electronic communication
	1g. Document work
	1h. Communicate with the community served
2. Relationship-Building	2a. Provide coaching and social support
	2b. Conduct self-management coaching
	2c. Use interviewing techniques (e.g. motivational interviewing)
	2d. Work as a team member
	2e. Manage conflict
	2f. Practice cultural humility
	2g. Understand the culture of institutions

3. Service Coordination	3a. Coordinate care (includes identifying and accessing resources and overcoming barriers)
	3b. Make appropriate referrals
	3c. Facilitate the development of an individual and/or group action plan and goal attainment
	3d. Coordinate CHW activities with clinical and community services
	3e. Follow-up and track care and referral outcomes
4. Capacity Building	4a. Help others to identify goals and develop to their fullest potential
	4b. Work in ways that increase individual and community empowerment
	4c. Network, build community connections, and build coalitions
	4d. Teach self-advocacy skills
	4e. Conduct community organizing
5. Advocacy	5a. Contribute to policy development
	5b. Advocate for policy change
	5c. Speak up for individuals and communities
6. Education and Facilitation	6a. Use empowering and learner-centered teaching techniques
	6b. Use a range of appropriate and effective educational techniques
	6c. Facilitate group discussions and decision-making
	6d. Plan and conduct classes and presentations for a variety of groups
	6e. Seek out appropriate information and respond to questions about pertinent topics
	6f. Find and share requested information

	6i. Collaborate with other educators
	6j. Collect and use information from and with community members
7. Assessment	7a. Participate in individual assessment through observation and active inquiry
	7b. Participate in community assessment through observation and active inquiry
8. Outreach	8a. Conduct case-finding, recruitment and follow-up
	8b. Prepare and disseminate materials
	8c. Build and maintain a current resource inventory
9. Professional Conduct	9a. Set goals and develop and follow a work plan
	9b. Balance priorities and manage time
	9c. Apply critical thinking techniques and problem-solving
	9d. Use pertinent technology
	9e. Pursue continued education and lifelong learning opportunities
	9f. Maximize personal safety while working in community and/or clinical setting
	9g. Observe ethical and legal standards (e.g. CHW Code of Ethics, Americans with Disabilities Act (ADA), Health Insurance Portability and Accountability Act (HIPAA))
	9h. Identify situations for mandatory reporting and carry out reporting requirements
	9i. Participate in professional development of peer CHWs and in CHW networking groups
	9j. Set boundaries and practicing self-care
	10a. Social determinants of health and related disparities

10. Knowledge Base

(Show understanding of these concepts)

10b. Pertinent health issues

10c. Healthy lifestyles and self-care

10d. Mental/behavioral health issues and their connection to physical health

10e. Health behavior theories

10f. Basic public health principles

10g. Community served

10h. United States health and social service systems