Minnesota Dual-Training Pipeline
Competency Model for Health Care Services
Occupation: Community Health Worker

Employer Requirements
- Company CHW Role Orientation
- Specialized/Technical Knowledge for Work Environment

Occupation-Specific Competencies*
- CHW Safety
- Ethical/Professional Practice
- Community Networking
- Advocacy/Supporting Empowerment
- Health Care Literacy
- Communication
- Teaching, Supporting Others
- Transactional Care
- Social Determinants of Health
- Whole Person Care
- Health Equity

Industry-Sector Technical Competencies*
- Advocacy/Outreach
- Community, Capacity-Building, Teaching
- Diabetes/Asthma/Mental Health Outreach/Screening
- Patient Navigation
- Communications, Competence & Legal
- Ethical Implications of the CHW
- Medical Records, Documentation, Reporting
- Infants/Children/Women’s Health
- Health Promotion
- Care Coordination
- Medical Terminology
- Nutrition
- Cultural Awareness
- Insurance
- Interpersonal Skills
- Home Care/Visiting
- Team Facilitation
- Wrap-Around Care

Health Industry Fundamentals
Health Care Delivery | Health Information | Health Industry Ethics | Laws and Regulations | Evaluation and Research | Care of Chronic Conditions | Safety Systems

Workplace Competencies
Teamwork | Customer Focus | Planning and Organizing | Problem Solving and Decision Making | Working With Technology | Scheduling and Coordinating | Checking, Examining and Recording | Workplace Fundamentals | Cultural Liaison

Academic Competencies
Reading and Writing: Cultural Narratives | Education | Facilitation | Communication: Listening and Speaking | Critical and Analytic Thinking | Basic Computer Skills | Information Literacy

Personal Effectiveness Competencies
Interpersonal Skills | Integrity | Professionalism | Trustworthiness | Initiative | Dependability and Reliability | Adaptability and Flexibility | Lifelong Learning | Compassion & Empathy | Cultural Humility

Based on: Health: Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

* Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.
Competency Model for Health Care Services

Community Health Worker
Community Health Worker (CHW) 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, or intermediary between health and social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

Possible Certification: Community Health Worker Certificate

Industry-Sector Technical Competencies

- Advocacy/Outreach – Actions taken to reach out to and support the community in which the CHW works
- Community, Capacity-Building, Teaching – A holistic, empowering approach to honor voices, share information, knowledge, and decision making with community members
- Diabetes/Asthma/Mental Health Outreach and Screening – Specific medical practice to diagnose and educate community members about chronic health conditions such as asthma, diabetes, and various mental health issues
- Patient Navigation – Supporting an individual in his/her journey with the health care system
- Communications, Competence, and Legal – Oral and written documentation that supports community members and their teams across systems while meeting confidential and legal requirements
- Ethical Implications – Legal requirements to remain confidential, unbiased, and cautious when dealing with sensitive information and situations
- Medical Records, Documentation, Reporting – Demonstrated ability to read, interpret, and document notes for medical records; ability to report on medical records
- Interviewing – Working one-on-one and in groups, co-learning the use of formal communication, nonverbal communication, and reflective listening
- Infants/Children/Women’s Health – Demonstrated knowledge and understanding of general health and well-being for infants, children, and women
- Health Promotion – Proficiency with what constitutes good health, and how to access support and service to maintain/return good health
- Care Coordination – Demonstrated ability to communicate and coordinate across systems to ensure whole person care for individuals and family members
• **Medical Terminology** – Proficiency with basic, general medical language commonly used by medical professionals

• **Nutrition** – Understanding and knowledge of healthy eating, including foods that contain significant vitamins and minerals

• **Cultural Awareness** – strong awareness of different cultures and cultural sensitivity with both verbal and non-verbal communications

• **Insurance** – general working knowledge of health insurance

• **Interpersonal Skills** – CHWs must be approachable and have strong interpersonal skills that encourage individuals and family members to feel comfortable

• **Home Care/Visiting** – CHWs must be able to schedule and coordinate visits in the homes of individuals and conduct themselves respectfully in others’ homes

• **Team Facilitation** –

• **Wrap-Around Care** -

### Occupation-Specific Competencies

• **Community Health Worker Safety** – As with any occupation, CHWs must ensure their own safety on the job

• **Ethical/Professional Practice** – CHWs must remain professional and ethical in their judgment and communication

• **Community Networking** – CHWs must have the ability to build relationships and network within the community in which they serve

• **Advocacy/Supporting Empowerment** – CHWs must be able to advocate on behalf of their individuals and families, and create a dynamic in which they can be trusted to support and empower

• **Health Care Literacy** – CHWs must have strong understanding of health care language and practices

• **Communication** – the ability to exchange information in writing, speaking, and listening; cognizance of both verbal and non-verbal communication

• **Teaching/Supporting Others** – the ability to share information and make others feel strengthened throughout their interactions

• **Transactional Care** – identified care specific to an individual’s needs; limited in scope and timing

• **Social Determinants of Health** – the economic and social conditions and their distribution among the population that influence both individual and group differences in health

• **Whole Person Care** – the approach to working with an individual as a whole person, mind, body, spirit

• **Health Equity** – the study and causes of differences in the quality of health and healthcare across different populations (different from health equality, which refers only to the absence of disparities in controllable or remediable aspects of health)
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