

The National Council on CHW Core Consensus Standards

Core Roles & Competencies Reference Deck





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C3 COUNCIL CHW CORE ROLES

- 1 Cultural Mediation Among Individuals, Communities, and Service Systems
- 2 Providing Culturally Appropriate Health Education and Information
- 3 Care Coordination, Case Management, and System Navigation
- 4 Providing Coaching and Social Support
- 5 Advocating for Individuals and Communities
- 6 Building Individual and Community Capacity
- 7 Providing Direct Service
- 8 Implementing Individual and Community Assessments
- 9 Conducting Outreach
- 10 Participating in Evaluation and Research

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Cultural Mediation Among Individuals, Communities, and Health & Social Service Systems

- A Educating individuals and communities about how to use health and social service systems (including understanding how systems operate)
- B Educating systems about community perspectives and cultural norms (including supporting implementation of Culturally and Linguistically Appropriate Services [CLAS] standards)
- C Building health literacy and cross-cultural communication



2

Providing Culturally Appropriate Health Education and Information

- A Conducting health promotion and disease prevention education in a manner that matches linguistic and cultural needs of participants or community
- B Providing necessary information to understand and prevent diseases and to help people manage health conditions (including chronic disease)



3

Care Coordination, Case Management, and System Navigation

- A Participating in care coordination and/or case management
- B Making referrals and providing follow-up
- C Facilitating transportation to services and helping address barriers to services
- D Documenting and tracking individual and population level data
- E Informing people and systems about community assets and challenges



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Providing Coaching and Social Support

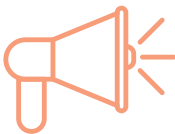
- A Providing individual support and coaching
- B Motivating and encouraging people to obtain care and other services
- C Supporting self-management of disease prevention and management of health conditions (including chronic disease)
- D Planning and/or leading support groups



5

Advocating for Individuals and Communities

- A Advocating for the needs and perspectives of communities
- B Connecting to resources and advocating for basic needs (e.g. food and housing)
- C Conducting policy advocacy



6

Building Individual and Community Capacity

- A Building individual capacity
- B Building community capacity
- C Training and building individual capacity with peers and among CHW groups



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Providing Direct Service

- A Providing basic screening tests (e.g. height, weight, blood pressure)
- B Providing basic services (e.g. first aid, diabetic foot checks)
- C Meeting basic needs (e.g., direct provision of food and other resources)



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Implementing Individual and Community Assessments

- A Participating in design, implementation, and interpretation of individual-level assessments (e.g. home environmental assessment)
- B Participating in design, implementation, and interpretation of community-level assessments (e.g. windshield survey of community assets and challenges, community asset mapping)



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Conducting Outreach

- A Case-finding/recruitment of individuals, families, and community groups to services and systems
- B Follow-up on health and social service encounters with individuals, families, and community groups
- C Home visiting to provide education, assessment, and social support
- D Presenting at local agencies and community events



10 Participating in Evaluation and Research

- A Engaging in evaluating CHW services and programs
- B Identifying and engaging community members as research partners, including community consent processes
- C Participating in evaluation and research:
 - Identification of priority issues and evaluation/research questions
 - Development of evaluation/research design and methods
 - Data collection and interpretation
 - Sharing results and findings
 - Engaging stakeholders to take action on findings



C3 COUNCIL CHW CORE SKILLS

- 1 Communication
- 2 Interpersonal & Relationship Building
- 3 Service Coordination & Navigation
- 4 Capacity Building
- 5 Advocacy
- 6 Education & Facilitation
- 7 Individual & Community Assessment
- 8 Outreach
- 9 Professional Skills & Conduct
- 10 Evaluation and Research
- 11 Knowledge Base

1

Communication Skills



- 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 including electronic communication
- G Ability to document work
- H Ability to communicate with the community served

2

Interpersonal and Relationship Building Skills



- A Ability to provide coaching and social support
- B Ability to conduct self-management coaching
- 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

3

Service Coordination and Navigation Skills



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

4

Capacity Building Skills



- 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, build community connections, and build coalitions
- D Ability to teach self-advocacy skills
- E Ability to conduct community organizing

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Advocacy Skills



- A** Ability to contribute to policy development
- B** Ability to advocate for policy change
- C** Ability to speak up for individuals and communities

6

Education and Facilitation Skills



- A Ability to use empowering and learner-centered teaching strategies
- B Ability to use a range of appropriate and effective educational techniques
- C Ability to facilitate group discussions and decision-making
- 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
- F Ability to find and share requested information
- G Ability to collaborate with other educators
- H Ability to collect and use information from and with community members

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Individual and Community Assessment Skills



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

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Outreach Skills



- A Ability to conduct case-finding, recruitment and follow-up
- B Ability to prepare and disseminate materials
- C Ability to build and maintain a current resource inventory

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Professional Skills & Conduct



- A** Ability to set goals and to develop and follow a work plan
- B** Ability to balance priorities and to manage time
- C** Ability to apply critical thinking techniques and problem solving
- D** Ability to use pertinent technology
- E** Ability to pursue continuing education and lifelong learning opportunities
- F** Ability to maximize personal safety while working in community and/or clinical settings
- G** Ability to observe ethical and legal standards
- H** Ability to identify situations calling for mandatory reporting and carry out reporting requirements
- I** Ability to participate in professional development of peer CHWs and in networking among CHW groups
- J** Ability to set boundaries and practice self-care

10

Evaluation and Research Skills



- A** Ability to identify important concerns and conduct evaluation and research to better understand root causes
- B** Ability to apply the evidence-based practices of Community Based Participatory Research (CBPR) and Participatory Action Research (PAR)
- C** Ability to participate in evaluation and research processes including:
 - Identifying priority issues and evaluation/ research questions
 - Developing evaluation/research design and methods
 - Data collection and interpretation
 - Sharing results and findings
 - Engaging stakeholders to take action on findings

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Knowledge Base



- A** Knowledge about social determinants of health and related 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 health behavior theories
- F** Knowledge of basic public health principles
- G** Knowledge about the community served
- H** Knowledge about United States health and social service systems

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The C3 Council:



Defines comprehensive CHW roles, skills, and qualities



Establishes national consensus



Provides guidance for improving CHW practice and policy

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