



Maine CHW Initiative Core Competencies & Skills

Categories of broad competencies required of CHWs are listed in the left hand column. The central column contains the specific attributes and skills pertaining to each larger competency on the left. Those attributes and skills placed in bold are frequently listed as the inherent traits that cannot be developed solely through training but rather come from life experience. The “Core Role” column ties this document to the Maine CHW Core Roles as adopted by the stakeholder group. The far right hand column contains the abbreviated names of the organizations that use the competencies, attributes, and skills. See below for a more complete listing of these sources.

Overarching Competencies	Corresponding Attributes & Skills		Tied to Core Role	Source
Communication Skills	-Verbal & non-verbal -Listening -Observation -Non-violence -Negotiation	-Using language confidently and appropriately -Professional writing -Collecting and documenting data	1-6	U Arizona, NY State CHW Initiative, Boston Public Health Commission
Interpersonal Skills	-Setting personal and professional boundaries -Ethical responsibilities -Confidentiality -Conflict resolution	-Relationship building -Trust and honesty -Compassion & empathy -Respect and tolerance	1-6	U Arizona, HRSA, Texas Admin. Code, NY State CHW Initiative, MN CHW Alliance
Knowledge Base	-Knowledge of health and social systems -Knowledge of social determinants of health -Broad knowledge of community	Knowledge of -Specific disease processes -Health across life span -Trauma-informed care -Public health concepts	1-6	U Arizona, OR Health Policy Board, CHW Initiative of Boston
Service Coordination Skills	-Identifying and accessing local resources -Networking -Providing follow-up -Home visiting	-Coordinating caregivers, families, and support systems - Navigating health and human service systems - Community and client	3	U Arizona, NY State CHW Initiative, OR Health Policy Board

	-Case management	assessment techniques		
Capacity Building Skills	-Empowerment: identifying problems and resources to help the clients solve problems themselves -Leadership abilities	-Strength-based approach -Community organizing -Forming partnerships with local agencies -community & client assessment techniques	6	U Arizona, CHW Initiative Boston, OR Health Policy Board, NY State CHW Initiative,
Advocacy Skills	-Speaking up for individuals or communities -Informing health & social service systems	-Community engagement - Outreach methods and strategies -Coalition-building -Determination	4 1/3/6	U Arizona, NY State CHW Initiative, OR Health Policy Board, CHW Initiative Boston
Teaching Skills	-Ability to master information -Sharing information one- on-one -Collecting and using information from community members	-Adult learning principles -Planning and leading classes -Facilitating group presentations - Identifying and addressing literacy issues	1/2/3/5	U Arizona, OR Health Policy Board
Organizational Skills	-Setting goals -Balancing Priorities -Planning -Time management	-Safety -Legal Responsibilities -Documentation & Reporting	1-6	U Arizona, NY State CHW Initiative, OR Health Policy Board, MN CHW Alliance
Informal Counseling & Coaching Skills	-Behavior change -Setting personal goals -Maintenance & relapse prevention -Disease management	-Crisis Identification -Intervention -Problem-Solving -Health Promotion Best Practices	2-6	NY State CHW Initiative, OR Health Policy Board
Cultural & Linguistic Competence	-Understanding and working within the cultural context of the community being served -Bilingualism	- Shared life experience, values, socio-economic status and ethnic identity - Personal Connections to Community Members	1-6	HRSA, OR Health Policy Board, MN CHW Alliance, CHW Initiative Boston, NY State CHW Initiative



Research Process: The above table synthesizes core competencies from the sources that are referenced in the right hand column and listed below. Whenever possible, overlapping or repeated competencies, attributes, and skills from different organizations were merged. The list of sources does not include every organization that uses these competencies in describing the CHW workforce, but the table does synthesize distinct competencies, attributes, and skills from a variety of national, state and local entities.

Sources:

University of Arizona: CHW-National Educational Collaborative

Weaving the Future: National Community Health Advisor Study (1998) Rural Health Office

<http://www.chw-nec.org/pdf/CAHsummaryALL.pdf>

Health Resources and Services Administration (HRSA) : CHW National Workforce Study (2007)

<http://bhpr.hrsa.gov/healthworkforce/reports/chwstudy2007.pdf>

The Community Health Worker Initiative of Boston
Core Competencies for Community Health Workers (2007)

<http://www.machw.org/documents/CHWInitiative10CHWCoreCompetencies10.17.07.pdf>

The Boston Public Health Commission- Community Health Education Center (CHEC)

<http://www.bphc.org/whatwedo/outreach-education-training/chec-community-health-education-center/Pages/CHEC-Training-Programs.aspx>

Minnesota Community Health Worker Alliance

<http://www.mnchwalliance.org/CurriculumOutline.asp>

New York State Community Health Worker Initiative 2010 Report

<http://nyshealthfoundation.org/uploads/resources/new-york-community-health-worker-initiative-september-2010.pdf>

Oregon Health Policy Board

The Role of Non-Traditional Health Workers in Oregon's Health Care System (2012)

http://chwcentral.org/sites/default/files/Oregon%20Health%20Authority_Role%20of%20non-traditional%20health%20workers.pdf