



Utah Broad-Based Community Health Worker (CHW) Coalition-CHW Core Skills

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 use the language of the community served (may not be fluent in language of all communities served)
2. Interpersonal and Relationship-building Skills
a. Ability to provide informal counseling 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 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
5. 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



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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
7. 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
8. Outreach Skills
a. Ability to conduct case-finding, recruitment and follow-up
b. Ability to prepare and disseminate materials
9. Professional Skills and 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 use pertinent technology
d. Ability to pursue continuing education and life-long learning opportunities
e. Ability to work safely in community and/or clinical settings
f. Ability to observe ethical and legal standards (e.g. CHW Code of Ethics, Americans with Disabilities Act [ADA], Health Insurance Portability and Accountability Act [HIPAA])
g. Ability to recognize the implications of mandatory reporting
h. Ability to participate in professional development of peer CHWs and in networking among CHW groups
i. Ability to set boundaries and practice self-care
10. Knowledge Base
a. Knowledge about pertinent health issues
b. Knowledge about healthy lifestyles and self-care
c. Knowledge about integration of mental/behavioral and physical health
d. Knowledge about health behavior theories
e. Knowledge of basic public health principles
f. Knowledge about the community served
g. Knowledge about U.S. health and social service systems
h. Knowledge about social determinants of health
i. Knowledge about critical thinking techniques and problem solving