

Community Health Workers:

Pivotal to Community Health and Well-being

The Community Health Worker Core Consensus (C3) Project

The C3 Project provides the most current set of roles and competencies for community health workers (CHWs). Vetted and approved by a majority of CHW associations, networks, and alliances across the country, the C3 Project establishes national consensus on CHW core roles, skills, and qualities.

CHW is an umbrella term. There are many other names for CHWs – the names are as diverse as the communities, sites and roles in which CHWs serve. CHWs focus on improving individual and community health and health access. They forge connections where people live, learn, work, worship and heal, from the inner city to rural communities.



BALANCING COMMUNITY AND HEALTH SYSTEMS' NEEDS AND GOALS

CHW Roles/Scope of Practice

1. Cultural Mediation Among Individuals, Communities, and Health and Social 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

CHW Skills

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

COMPETENCIES:

Qualities

Connections to the community and shared life experiences are among the most critical qualities of CHWs, according to the C3 Project, which chose to endorse the qualities set forth in the National Community Health Advisory Study (1998) and other past research. Some other notable qualities of CHWs include: courageous, outgoing, honest, open, reliable, compassionate, resourceful, and determined.



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Project coordinated by Texas Tech University Health Sciences Center El Paso
The proposed roles and competencies are intended to inform CHW education, practice, and policy.

www.C3project.org

Direct correspondence to info@c3project.org