

CHWs as a Workforce 101



American Public Health Association's CHW Definition (APHA 2020):

A 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 CHW to serve as a **liaison/link/intermediary between health/social services and the community** to facilitate access to services and improve the quality and cultural competence of service delivery.

A CHW **also builds individual and community capacity by increasing health knowledge and self-sufficiency** through a range of activities such as outreach, community education, informal counseling, social support and advocacy.

CHW 101:

CHW C3 Scope of Practice: 10 Core Roles



Source: Rosenthal, Menking, & and St. John, 2018

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CHW 101:

CHW C3 Scope of Practice: Skills & Qualities



Skills – Doing something well from knowledge gained through trainings, studying, and practice.



Qualities – Personal characteristics

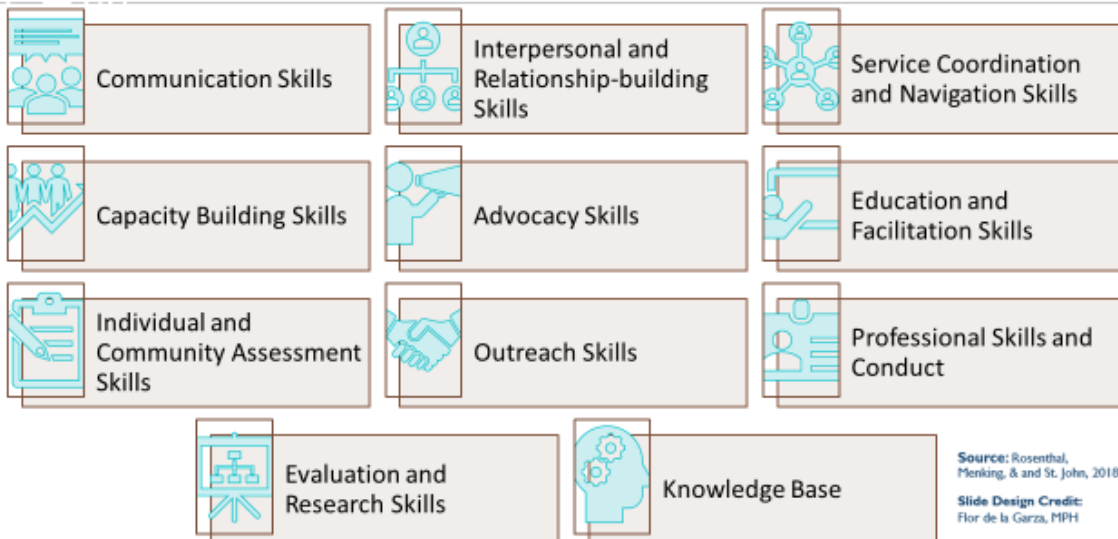
IMPORTANT: The CHW's connection to or close understanding of the community served is the most important quality.

Source: Rosenthal, Menking, & St. John, 2018

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CHW 101:

CHW C3 Scope of Practice: 11 Core Skills



Source: Rosenthal, Menking, & St. John, 2018

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CHW 101:

CHW C3 Scope of Practice: Qualities

Connected to the community	Friendly	Outgoing; Sociable	Patient; Persistent
Open-minded; Non-judgmental	Motivated and capable of self-directed work; Eager to grow	Caring; Compassionate; Empathetic	Committed; Dedicated; Desire to help the community
	Respectful; Honest; Dependable; Responsible; Reliable	Flexible; Adaptable; Creative; Resourceful	

Source: Rosenthal, Menking, & and St. John, 2018
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For additional information on CHWs as a workforce, please see:

- APHA Definition of CHWs: <https://www.apha.org/apha-communities/member-sections/community-health-workers/>
- *The C3 Project*: <https://www.c3project.org/>
- National Association for CHWs: <https://nachw.org/>