**Community Health Worker 40-Hour Supervised Field Experience**

**CHW Supervisor Responsibilities**

* + Lead onboarding, orientation, training, and supervision of CHW staff.
  + Promote growth of Community Health Workers in areas of patient-centered care, education, and identification of community resources.
  + Provide continual coaching support and guidance in promoting adherence to the CHW Care Model and other evidence-based practice.
  + Assign incoming patient referrals and monitor volume of referrals assigned to CHW.
  + Ensure CHWs have the needed tools and resources to achieve goals and ensure compliance.
  + Complete and turns in CHW Evaluation form

**CHW Competencies Checklist**

* Demonstrates the knowledge and skills necessary to provide appropriate care and services
  + Works closely with other health care team members in managing patient care.
* Is considerate of resident’s privacy during the assessment process;
* Conducts social determinants of health interviews with patients to identify needs and document appropriately.
* Develop a plan to address moderate and high social determinants of health and health equity needs.
* Link clients to and inform them of available community resources.
* Assists patients with problem-solving barriers to health stabilization by identifying, locating, connecting to and navigating needed community and medical system services.
* Collaborates as appropriate with care manager, physician and other clinical disciplines in planning interventions to meet resident and family needs in a timely manner
* Teach clients the knowledge and skills needed to obtain care (empowerment).
* Be a spokesperson and advocate for clients when they are unable to speak for themselves.
* Serve as a lead community representative by attending community coalition and workgroup meetings, making presentations on behalf of the programs and fostering

# Community Health Worker Evaluation Tool

**Name of Evaluator: Title:**

**Clinic:**

**Address: City: Zip Code:**

**CHW Name:**

**Performance Period: Date of Evaluation:**

**Performance Areas**

1. **Patient Engagement**
   * Demonstrates effectiveness in administering SDOH screening/assessment

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong

* Demonstrates knowledge of community resources

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong

* Demonstrates effectiveness in linking community resources to identified patient needs

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong

* + Shares information about disease prevention and management

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong

* + Facilitate referrals to disease prevention and management services

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong

# Communication Skills

* + Demonstrates appropriate communication skills in working with patients from different backgrounds

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong

* + Demonstrates cultural competency and responsiveness in working with patients of different backgrounds

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong

* + Demonstrates ability to communicate information about community resources

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong

1. **Community Assessment**
   * Demonstrates knowledge of local community partners to address SDOH

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong

* + Demonstrates knowledge of available health information materials and resources

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong

* + Demonstrates effective community outreach and engagement skills

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong

* + Demonstrates knowledge of health insurance basics

0 1 2 3 4 5 6 7 8 9 10

Poor Average Strong