

Are you ready to serve your community as an advocate?



Community Health Worker Training



Become a Community Health Worker

Training starts February 23
 Applications due February 12
chwrochester-ny.org

For more information:
 email: chwarochester@gmail.com
 phone: 585-957-0032



CHW Core 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

HOME VISITS

- Home visiting etiquette
- Safety
- Mandated reporting
- Confidentiality

TRANSPORTATION

- Personal car
- Company car
- Passengers
- Driver's license
- Insurance coverage

BOUNDARIES and LIMIT SETTING

- Enrollment of clients
- Retaining clients
- Professionalism
- Dress code
- Problem solving
- Cell phones

COMMUNICATION

- Listening
- Open-ended questions
- Verbal and non-verbal communication
- Empathy
- Motivational interviewing

TIME MANAGEMENT

- Organization
- Meeting Deadlines
- Flexibility

COMMUNITY RESOURCES

- Networking

TRUST BUILDING

- Disclosure
- Cultural awareness
- Conflict resolution

SUPERVISION

- Necessity of supervision
- Frequency of supervision
- Use of supervision time

STRESS MANAGEMENT

- Coping with client/patient barriers
- Taking care of yourself
- Work overload/burnout
- Time management

WORK ETHICS

- Work independently
- Fulfill work requirements
- Honest and accurate reporting
- Ethical dilemmas

FORMS and PAPERWORK

- Consent forms
- Brochures
- Referral letters
- Communication letters
- /closing letters

