

North Carolina Community Health Workers

Core Competencies



Communication Skills: CHWs will develop communication skills such as being an effective listener to learn about client's experiences and needs and communicate effectively during conflict or stressful situations. CHWs should be well versed in group communication skills to provide health education and community advocacy to the groups they serve.



Interpersonal Skills: CHWs will need interpersonal skills to work with the diverse groups of people and develop relationships with clients, community members, supervisors, nurses, social workers, and policy makers to improve the lives of their communities and meet the needs of others.



Service Coordination Skills: CHWs will need service coordination skills to coordinate the care of their clients. They may create plans to follow for improving health for their client or community that will require the coordination of services.



Capacity Building Skills: CHWs will support their clients and communities through building new skills and promoting confidence in their own health such as building upon communication skills, reducing of risk behaviors, community organization, and advocacy skills.



Advocacy Skills: CHWs must be able to advocate for their clients and communities among agencies, service providers, and to support changes to public policies. They must speak up to create change that would improve the health and well-being of their clients and communities.



Education and Facilitation Skills: CHWs must be able to educate their clients and communities on how to prevent and manage health conditions, provide support in developing healthy behaviors, and advocate for social change.



Outreach Skills: CHWs will provide outreach to individuals and communities about services that are available and encourage enrollment of those services.



Knowledge Base: CHWs will need to know and recognize social determinants of health and health topics that impact their clients and communities to be able to give support and provide information on these topics.



Personal Skills and Development: CHWs will develop personal skills that will enable them to get a job or volunteer position and to advance in their career. They will allow you to be more effective in promoting and advocating for their clients and communities.