

New Mexico Department of Health Office of Community Health Workers

CHW Scope of Work: Roles and Related Tasks

The **Scope of Work** represents the full range of what CHWs can do, recognizes that CHWs may perform *all or some* of these roles depending on their job, reflects the input of NM CHWs, employers, and the results of NM & national CHW workforce studies

ROLE	<p>Community Outreach</p> <ul style="list-style-type: none"> <input type="checkbox"/> Find and recruit individuals & families <input type="checkbox"/> Utilize community health outreach methods and strategies <input type="checkbox"/> Promote health literacy <input type="checkbox"/> Perform advocacy activities <input type="checkbox"/> Conduct community organizing activities
ROLE	<p>Community & Cultural Liasion</p> <ul style="list-style-type: none"> <input type="checkbox"/> Practice cultural sensitivity & cultural competence <input type="checkbox"/> Provide culturally and linguistically –appropriate services <input type="checkbox"/> Translate & interpret <input type="checkbox"/> Perform advocacy activities
ROLE	<p>System Navigation, Care Coordination, & Case Management</p> <ul style="list-style-type: none"> <input type="checkbox"/> Connect with clients and families <input type="checkbox"/> Identify individual strengths and needs <input type="checkbox"/> Address basic needs (food, shelter, safety) <input type="checkbox"/> Promote understanding of health information <input type="checkbox"/> Promote understanding of educational health materials <input type="checkbox"/> Set goals and provide action planning <input type="checkbox"/> Navigate health & social service systems <input type="checkbox"/> Facilitate enrollment in health programs & Services <input type="checkbox"/> Translate and interpret <input type="checkbox"/> Coach on problem solving <input type="checkbox"/> Provide moral support <input type="checkbox"/> Coordinate referrals, care, & follow-up <input type="checkbox"/> Provide feedback to medical providers <input type="checkbox"/> Promote follow-up/ maintenance of treatment <input type="checkbox"/> Record and document information
ROLE	<p>Home Based Support</p> <ul style="list-style-type: none"> <input type="checkbox"/> Connect with clients and families <input type="checkbox"/> Conduct home visits and environmental assessments <input type="checkbox"/> Promote understanding of health information <input type="checkbox"/> Promote understanding of educational health materials <input type="checkbox"/> Promote self-sufficiency <input type="checkbox"/> Provide moral support <input type="checkbox"/> Teach families how to self-advocate
ROLE	<p>Health Promotion & Health Coaching</p> <ul style="list-style-type: none"> <input type="checkbox"/> Translate and interpret <input type="checkbox"/> Teach health promotion and prevention <input type="checkbox"/> Coach on problem solving , self-care, & self-management <input type="checkbox"/> Support & model behavior change <input type="checkbox"/> Promote understanding of health information <input type="checkbox"/> Promote understanding of educational health materials <input type="checkbox"/> Apply adult learning principles <input type="checkbox"/> Utilize harm reduction principles <input type="checkbox"/> Promote follow-up/ maintenance of treatment <input type="checkbox"/> Lead educational & support groups <input type="checkbox"/> Record and document information
ROLE	<p>Community Assessment & Mobilization</p> <ul style="list-style-type: none"> <input type="checkbox"/> Identify community strengths and needs <input type="checkbox"/> Utilize community-based research tools & methods <input type="checkbox"/> Communicate & represent needs of community to partners & organizations <input type="checkbox"/> Develop & implement community action plans <input type="checkbox"/> Conduct interviews <input type="checkbox"/> Enter data and conduct web searches <input type="checkbox"/> Record and document information <input type="checkbox"/> Conduct community organizing <input type="checkbox"/> Perform advocacv activities
ROLE	<p>Clinical Support</p> <ul style="list-style-type: none"> <input type="checkbox"/> Conduct health screenings <input type="checkbox"/> Measure and respond to vital signs <input type="checkbox"/> Promote follow-up/ maintenance of treatment <input type="checkbox"/> Arrange/provide transportation/ambulance as appropriate <input type="checkbox"/> Conduct home visits <input type="checkbox"/> Translate and interpret <input type="checkbox"/> Link to available health services & low/no cost support programs <input type="checkbox"/> Document & record information