

COMPETENCY-BASED OCCUPATIONAL FRAMEWORK FOR REGISTERED APPRENTICESHIP

Community Health Worker

ONET Code: [21-1091.00](#)

RAPIDS Code: [2002CB](#)

Created: June 2016

Updated: December 2017

This project has been funded, either wholly or in part, with Federal funds from the Department of Labor, Employment and Training Administration under Contract Number DOL-ETA-15-C-0087. The contents of this publication do not necessarily reflect the views or policies of the Department of Labor, nor does mention of trade names, commercial products, or organizations imply endorsement of the same by the U.S. Government.

For more information, contact:

Diana Elliott, PhD, Senior Research Associate, Urban Institute: delliott@urban.org

Robert Lerman, PhD, Institute Fellow, Urban Institute: rlerman@urban.org

Work Process Schedule

WORK PROCESS SCHEDULE	ONET Code: 21-1091.00
Community Health Worker	RAPIDS Code: 2002CB

JOB TITLE:		
LEVEL:	SPECIALIZATION:	
STACKABLE PROGRAM <input type="checkbox"/> yes <input type="checkbox"/> no		
BASE OCCUPATION NAME:		
Company Contact: Name		
Address:	Phone	Email
Apprenticeship Type: <input type="checkbox"/> Competency-Based <input type="checkbox"/> Time-Based <input type="checkbox"/> Hybrid	Prerequisites	

JOB FUNCTION 1: Provides cultural mediation among individuals, communities and health and social service systems

Competencies	Core or Optional	RTI	OJT
A. Educates individuals and communities about how to use health and social service systems (including explaining how systems operate)	Core		
B. Educates health and social service systems and providers about community perspectives and cultural norms (including supporting implementation of Culturally and Linguistically Appropriate Services (CLAS) standards	Core		
C. Expands health literacy among constituents served	Core		
D. Facilitates cross-cultural communication among individuals, communities and health/social service system workers	Core		

JOB FUNCTION 2: Provides culturally appropriate health education and information

Competencies	Core or Optional	RTI	OJT
A. Conducts health promotion and disease prevention education in a matter that matches linguistic and cultural needs of participants or community	Core		
B. Provides necessary information and support to help individuals and communities learn the etiology, pathology and likely outcomes of health conditions, as well as appropriate prevention and management strategies, including for chronic disease	Core		
JOB FUNCTION 3: Coordinates care, provides case management support and assists individuals and communities in navigating health and social service systems			
Competencies	Core or Optional	RTI	OJT
A. Participates in care coordination or case management, including as part of a team	Core		
B. Provides referrals and follow-up support to ensure that services were obtained	Core		
C. Facilitates, obtains or coordinates transportation to services and helps ameliorate other barriers to services	Core		
D. Documents and tracks individual- and population-level data	Optional		
E. Identifies and informs people and systems about community assets and challenges	Core		
JOB FUNCTION 4: Provides coaching and social support			
Competencies	Core or Optional	RTI	OJT
A. Provides individual support and coaching	Core		
B. Motivates and encourages people to obtain care and other services	Core		
C. Supports self-management of disease prevention and management of health conditions, including chronic disease	Core		
D. Plans, organizes and/or leads support groups	Core		
JOB FUNCTION 5: Advocates for individuals and communities			
Competencies	Core or Optional	RTI	OJT

A. Determines and advocates for the needs and perspectives of communities	Core		
B. Connects individuals and communities to resources and advocates for basic needs (e.g. food and housing)	Core		
C. Identifies policy influencers and opportunities and provides advocacy for positive policy changes, including by engaging individuals and communities in grassroots support	Optional		
JOB FUNCTION 6: Helps build individual and community capacity			
Competencies	Core or Optional	RTI	OJT
A. Assists individuals in building and expanding their personal capacity to identify and manage their health conditions, obtain services as needed, identify opportunities to help others, and represent their needs through communication and advocacy	Core		
B. Assists communities in building capacity by identifying resources, coordinating service and support providers, linking groups or systems that provide synergistic support, and implementing advocacy strategies to address unmet needs	Core		
C. Identifies and works with CHW peers to help others grow professionally, act ethically and meet the needs of the individuals and communities served	Core		
JOB FUNCTION 7: Provides direct health and social service assistance			
Competencies	Core or Optional	RTI	OJT
A. Conducts and accurately reports and communicates results and implications of basic screening tests (height, weight, blood pressure, glucose level, etc.)	Core		
B. Provides basic health support services (e.g. first aid, diabetic foot checks)	Core		
C. Collects and distributes materials that meet basic needs (e.g. provides food, blankets, clothing to those in need)	Core		
JOB FUNCTION 8: Implements individual and community assessments			
Competencies	Core or Optional	RTI	OJT
A. Participates in design, implementation and interpretation of individual-level assessments (e.g. home environmental assessment)	Core		

B. Participates in design, implementation and interpretation of community-level assessments (e.g. windshield survey of community assets and challenges, community asset mapping)	Core		
JOB FUNCTION 9: Conducts outreach to individuals, communities, service providers and groups			
Competencies	Core or Optional	RTI	OJT
A. Identifies and recruits individuals, families and community groups to services and systems	Core		
B. Follows up on health and social service encounters with individuals, families and community groups	Core		
C. Conducts home visits to provide education, assessment and social support	Core		
D. Presents at local agencies and community events to share information and educate individuals and communities about health and social service concerns and resources	Core		
JOB FUNCTION 10: Participates in evaluation and research			
Competencies	Core or Optional	RTI	OJT
A. Evaluates CHW services and programs	Optional		
B. Identifies and engages community members as research partners, including community consent processes	Optional		
C. Identifies priority issues and evaluation/research questions	Optional		
D. Develops evaluation/research design and methods	Optional		
E. Collects and interprets data	Optional		
F. Shares results and findings	Optional		
G. Engages stakeholders to take action on findings	Optional		

Specialization

Type of Specialization: _____

JOB FUNCTION 1:		
Competencies	RTI	OJT

JOB FUNCTION 2:		
Competencies	RTI	OJT

JOB FUNCTION 3:		
Competencies	RTI	OJT

Related Technical Instruction Plan

COURSE NAME	Course Number
	Hours
LEARNING OBJECTIVES	
COURSE NAME	Course Number
	Hours
LEARNING OBJECTIVES	
COURSE NAME	Course Number
	Hours
LEARNING OBJECTIVES	
COURSE NAME	Course Number
	Hours

LEARNING OBJECTIVES

Large empty gray area for learning objectives.

COURSE NAME

Course Number

Hours

LEARNING OBJECTIVES

Large empty gray area for learning objectives.