

WORK PROCESS SCHEDULE		ONET Code 21-1091.00	
		RAPIDS Code 2002HY	
Job Title			
Company Contact:			
Apprenticeship Type: (competency based, time based, hybrid)			
Minimum Time Requirements (or time range):			
Certifications:			
JOB FUNCTION	Core/ Optional	OJT	RI
JOB FUNCTION 1: Provides cultural mediation among individuals, communities and health and social service systems	Core		
Competency 1a: Educates individuals and communities about how to use health and social service systems (including explaining how systems operate)	Core		
Competency 1b: 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		
Competency 1c: Expands health literacy among constituents served	Core		
Competency 1d: Facilitates cross-cultural communication among individuals, communities and health/social service system workers	Core		
JOB FUNCTION 2: Provides culturally appropriate health education and information	Core		
Competency 2a: Conducts health promotion and disease prevention education in a matter that matches linguistic and cultural needs of participants or community	Core		
Competency 2b: 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	Core		
Competency 3a: Participates in care coordination or case management, including as part of a team	Core		
Competency 3b: Provides referrals and follow-up support to ensure that services were obtained	Core		
Competency 3c: Facilitates, obtains or coordinates transportation to services and helps ameliorate other barriers to services	Core		
Competency 3d: Documents and tracks individual- and population-level data	Optional		
Competency 3e: Identifies and informs people and systems about community assets and challenges	Core		
JOB FUNCTION 4: Provides coaching and social support	Core		
Competency 4a: Provides individual support and coaching	Core		
Competency 4b: Motivates and encourages people to obtain care and other services	Core		
Competency 4c: Supports self-mangement of disease prevention and management of health conditions, including chronic disease	Core		

Competency 4d: Plans, organizes and/or leads support groups	Core		
JOB FUNCTION 5: Advocates for individuals and communities	Core		
Competency 5a: Determines and advocates for the needs and perspectives of communities	Core		
Competency 5b: Connects individuals and communities to resources and advocates for basic needs (e.g. food and housing)	Core		
Competency 5c: 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	Core		
Competency 6a: 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		
Competency 6b: Assists communities in building capacity by identify resources, coordinating service and support providers, linking groups or systems that provide synergistic support, and implementing advocacy strategies to address unmet needs	Core		
Competency 6c: 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	Core		
Competency 7a: Conducts and accurately reports and communicates results and implications of basic screening tests (height, weight, blood pressure, glucose level, etc.)	Core		
Competency 7b: Provides basic health support services (e.g. first aid, diabetic foot checks)	Core		
Competency 7c: 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	Core		
Competency 8a: Participates in design, implementation and interpretation of individual-level assessments (e.g. home environmental assessment)	Core		
Competency 8b: 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	Core		
Competency 9a: Identifies and recruits individuals, families and community groups to services and systems	Core		
Competency 9b: Follows up on health and social service encounters with individuals, families and community groups	Core		
Competency 9c: Conducts home visits to provide education, assessment and social support	Core		
Competency 9d: 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 (optional)	Optional		
Competency 10a: Evaluates CHW services and programs	Optional		
Competency 10b: Identifies and engages community members as research partners, including community consent processes	Optional		
Competency 10c: Identifies priority issues and evaluation/research questions	Optional		
Competency 10d: Develops evaluation/research design and methods	Optional		
Competency10e: Collects and interprets data	Optional		

Competency10f: Shares results and findings	Optional		
Competency 10g: Engages stakeholders to take action on findings	Optional		