

New Mexico Department of Health Office of Community Health Workers

CHW/CHR Scope of Practice: Roles and Related Tasks

The **Scope of Practice** represents the full range of what CHWs can do

- Recognizes that CHWs may perform *all or some* of these roles depending on their job

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"/> Conduct home visits <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 advocacy 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

Relationship between the NM CHW Scope of Practice and the NM 11 CHW Core Competencies

NM CHW Scope of Practice

represents the full range of what CHWs can do and defines the CHW profession.

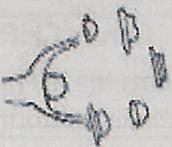
- Recognizes that CHWs may perform all or some of the described roles depending on their unique jobs
- Is based on the input of NM CHWs , employers, & the results of NM & national CHW workforce studies
- Is based on the roles & tasks CHWs perform, and includes the knowledge, skills, & attributes needed to perform them



Roles

are like the different “hats” CHWs wear in their jobs.

- Roles are the broad functions CHWs carry out (ex: *navigation vs. home visiting*)



Tasks

are the activities that CHW do when “wearing a particular hat”

- Some tasks are related to more than 1 role



Core Competencies

are the essential knowledge & skills that CHWs use to accomplish their tasks

- Competencies support CHWs to work as generalists. Training in specialty topics (like diabetes) may also be needed
- New Mexico’s 11 CHW Core Competencies are directly aligned with:
 - ✓ National standards endorsed by the American Public Health Association CHW Section
 - ✓ Recommendations of the New Mexico CHW Association , regional Promotora Committees, and the NM CHW Advisory Council



Qualities

are personal characteristics that make CHWs effective in the application of their skills & knowledge.

- They are the foundation of the profession. They can be strengthened but usually not taught.
 - ✓ Desire to help
 - ✓ Trusted member of the community
 - ✓ Friendly & inclusive
 - ✓ Understanding & non-judgmental
 - ✓ Kind & compassionate
 - ✓ Self confident & courageous
 - ✓ Respectful
 - ✓ Committed/ dedicated
 - ✓ Flexible
 - ✓ Responsive
 - ✓ Reliable

