

Community Health Worker Onboarding



Community Health Workers possess a multidimensional skill set. A competency-based CHW onboarding process should further expand on core skills and competencies by providing generalized continuing education and customized on-the-job training.

Provide a CHW Self-Assessment in the first 14 Days

01

The purpose for the self-assessment is to allow for professional development, address any deficiencies, and provide a baseline to compare further reviews against. Allow the CHW to set 30-day, 90 day, 6-month and 12-month goals based on expectations provided by the CHW Supervisor.

Develop/Utilize a CHW Onboarding Checklist

02

Ensure CHWs are onboarded properly. The onboarding checklist is used by the CHW Supervisor and should include at the least a review of role, responsibilities, and organizational culture, as well as a review of roles of other team members and desired expectations. These expectations should also be reviewed at 30 days, 90 days, 6-months and 12-months.

Assign an organizational mentor

03

Whether it's formal or informal, mentoring at work benefits everyone involved, the mentee, the mentor, and the organization. The best mentors are those that have been on the job for some time and "know the ropes". CHWs will benefit from the support of a senior staff person they can look to for guidance.

Provide Core Competency training

04

Provide training opportunities that speak to the specific duties the CHW will perform and the client population the CHW will be serving. Even if the CHW has had formal Core Competency training, **refresher training** is often necessary. Competency-based training opportunities should be scheduled, standardized, and a mandatory requirement of the onboarding process.

Develop/Utilize a CHW Competency Assessment Tool

05

Similar to the C3 Project's **CHW Roles and Competencies Review Checklist** used to assess CHW roles and skills, a CHW Competency assessment can be used by the CHW supervisor to identify practice gaps and measure skill development. Competency-based trainings are most effective when they are provided internally via "lunch-and-learns" or online learning courses that CHWs can complete in a self-paced on-demand format. The assessment should be reviewed by the CHW Supervisor at 30 days, 90 days, 6-months and 12-months to ensure progression of skillset for job-related tasks and duties.

