



COMMUNITY HEALTH WORKER
(Hybrid)

APPENDIX A

D.O.T. CODE 195.107-030
O*NET CODE 21-1094.00

WORK PROCESSES

Hybrid apprenticeships are premised on attainment of demonstrated, observable and measurable competencies in addition to meeting time-based work experience and on-the-job learning requirements.

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job or classroom training.

Approximate Hours

80-90

A. Introduction to the Community Health Worker Role and Orientation to the Work Environment

1. Orientation to the role of the Community Health Worker
 - a. Learn job description and requirements.
 - b. Understand employer's philosophy, history, policy and procedures.
 - c. Understand relationships between co-worker(s), mentor(s) and supervisors.
 - d. Utilize access to mentors, supervisors, employee assistance programs and resources.
 - e. Review schedule of regular and specialized social and other employer events.

120-150

2. Overview of specialized and technical knowledge unique to the work environment.
 - a. Learn characteristics of the individual(s) served.
 - b. Learn terminology necessary for the work environment.
 - c. Operate and maintain computer and video conferencing equipment.

320-335 2. Advocacy, Supporting Empowerment
a. Promote empowerment and self-confidence of

- a. Develop individualized strategies.
 - b. Utilize community centered supports.
 - c. Focus on participant (individuals/community)-defined outcomes.
 - d. Integrate formal and informal supports.
 - e. Elicit, respect and actively support participant choices and preferences.
 - f. Attend community events and meetings to gain knowledge and understanding of community issues and resources.
1. Community Networking

320-335

B. Development of community based networking and advocacy (customized for specific region and employer)

- a. Put CHW ethics into practice.
 - b. Develop awareness of career and educational paths available in the CHW field.
 - c. Become a culturally competent practitioner.
 - d. Master teamwork and collaboration skills.
 - e. Practice self assessment; accept appraisal of performance and accept/incorporate constructive criticism.
 - f. Communicate effectively with others.
 - g. Maintain confidentiality, including adhering to HIPAA rules.
 - h. Solve problems creatively.
 - i. Understand and fulfill the employer's mission.
4. Ethical and professional practice.

120-150

- a. Learn about blood borne pathogens/ universal precautions/infection control.
 - b. Employ CPR/Basic First Aid (if/when necessary).
 - c. Assess community safety.
 - d. Recognize and correct hazards in the workplace;
 - e. Exercise safety precautions for home or community visits;
 - f. Understand procedure for emergencies and utilize if/when necessary.
 - g. Understand "reasonable risk."
3. Employee and individuals' safety in the medical/community environment (some areas based on employment location).

80-90

- d. Understand health and medical concerns unique to the work environment.
- e. Perform basic mechanisms of data collection and documentation.

*The employer and skill mentor (where appropriate) shall review all of the above work processes and adapt the appropriate competencies, which are appropriate for the Agency's specific needs/requirements and to ensure the Apprentice is properly trained in all aspects of the occupation.

2000-2200

*Estimated hours to complete competencies

1. Use adult learning principles.
2. Utilize teaching strategies.
3. Provide constructive feedback.
4. Teach skills customized to the individuals;
5. Make presentations.
6. Utilize common AV equipment.

320-350

E. Teaching and Supporting Others

1. Choose and use effective and appropriate communication skills.
2. Facilitate basic group communication.
3. Document work efficiently, timely, and accurately.
4. Use alternative communication devices.
5. Obtain and utilize interpreters when needed.
6. Utilize positive behavior support.
7. Resolve conflict.

320-350

D. Communication

1. Educate on topics of preventive health and dentistry.
2. Describe characteristics of a healthy lifestyle.
3. Respond to common health concerns.
4. Respond to individual health needs;
5. Educate about safety (environmental, personal, and driving).
6. Identify health resources, judge quality, and coordinate/communicate with health care practitioners.
7. Support individuals' understanding of/and participate in routine and special health care treatment.

320-350

C. Health Literacy (Customized to employer and community needs)

- a. Identify issues related to the population served.
- b. Educate the community served on advocacy techniques.
- c. Assist individuals and communities to act collaboratively.
- d. Develop awareness of common challenges to human, civil, and legal rights.

Apprentices in this Hybrid Apprenticeship Program shall participate in no fewer than 2000 documented hours of on-the-job training, and until they have demonstrated a competency for each skill in the Work Processes, with the understanding competency will be demonstrated reasonably proximate to the maximum on-the-job training hours.

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to <http://www.labor.state.ny.us/workersprotection/publicwork/PDFs/Article8FAQS.pdf>.

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APPENDIX B

RELATED INSTRUCTION

Safety, Health and the Workplace

First Aid/CPR (6.5 hours every 3 years)
Occupational and Personal Safety
HIPAA and Confidentiality
Role of the Community Health Worker (CHW)

Trade Theory and Science

Understanding Health , Public Health and Healthcare
Basic Communication and Interpersonal Skills
Advanced Communication and Interpersonal Skills
Group Facilitation, Planning and Presentation Skills
Teaching and Presentation Skills
Adult Learning –Theory and Practice

Trade Skills

Recognition of Health Issues
Teamwork and the Healthcare Team
Advocating for Patients
Community Resource Asset Mapping
Nutrition, Exercise, and Diet
Legal Considerations
Documentation Protocol and Recordkeeping
Professional Expectations
Basic Computer Skills

Other Special Applications (as necessary)

Sexual Harassment Prevention Training (3 hours minimum)

At least 144 hours of Related Instruction per year must be available for the apprentice at the time of his/her indenture. However, the apprentice may test out earlier if able to demonstrate competence for each topic on the Related Instruction outline.