

**NYSDOH Bureau of Maternal and Child Health  
Community Health Worker Standards**

The Maternal and Infant Community Health Collaborative will support staffing for a team of Community Health Workers (CHS) and a Community Health Worker Coordinator.

**Community Health Worker (CHW)**

Under the supervision of the CHW Coordinator, the CHW duties and responsibilities include:

- Identify and assist individuals and families to access needed preventive and primary health care services (e.g., preconception care, family planning, prenatal care, immunization, pediatric care and care for acute, chronic, and communicable diseases, Early Intervention, WIC and other nutrition services, interconception care), with an emphasis on pregnant women not enrolled in health care or supportive services;
- Provide assistance and/or referrals to obtain other essential support services such as housing, financial aid, food stamps, emergency food, clothing, transportation, translation, and child care;
- Conduct basic health assessments, assists families to identify needs, provides basic health information, and make appropriate referrals through monthly home visits;
- Provide advocacy, support and follow-up to determine if services are received and assist families with health behavior changes; and
- Provide home visiting services to approximately 25 clients at any given time (40 annually) and an additional 10-15 intermittent clients (clients who do not need intensive case management, but referrals to a community resource or service).

**CHW Qualifications:**

- Indigenous community resident of the targeted area;
- Writing ability sufficient to provide adequate documentation in the family record, referral forms and other service coordination forms, and reading ability to the level necessary to comprehend training materials and assist others to fill out forms;
- Bilingual skills, depending on the community and families being served;
- Knowledge of the community, community organizations, and community leaders;
- Ability to work flexible hours, including evening and weekend hours.

## **Community Health Worker Coordinator**

A full-time coordinator will be responsible for the supervision of a team of 4-6 community health workers. Duties and responsibilities include:

- Plan and coordinate outreach, supervise individual and family assessments, assess training needs and provide health education, home visiting, and service coordination performed by Community Health Workers;
- Develop, in conjunction with the coordinating agency, an overall work plan, including outreach strategies for the in the targeted geographic area;
- Conduct community and public education sessions to promote initiative or program, including prenatal, preconception, and interconception health;
- Establish relationships with other community health and human service providers; and
- Prepare required reports and other written material regarding program implementation and activities.

Qualifications:

- A Registered Nurse with a Bachelors Degree in Nursing (BSN) or a licensed social worker, (either a Licensed Master Social Worker (LMSW) or Licensed Clinical Social Worker (LCSW));
- Experience in public health, community organization, and clinical case management (focused on individual and family);
- Experience with supervision and program management;
- Familiarity with the geographic area and the population to be served;
- Ability to work flexible hours, including some evening hours.

## **CHW Training**

Community Health Workers (CHWs) are responsible for performing a variety of tasks, including outreach to find high-need women, helping mothers and infants enroll in health insurance and obtain primary, preventive and prenatal care, and providing basic health education. CHW's attend training provided by the Maternal and Infant Health - Center of Excellence, on these work related topics, confidentiality, performing an effective home visit, and skills building techniques, such as setting boundaries, outreach strategies, communication skills, cultural competency, and using a positive, strength-based approach.

The CHW Coordinator, trains the CHWs on in-house procedures and day-to-day protocol, as well as the following maternal and child health topics: female reproduction, the stages of pregnancy, the post-partum period, caring for a newborn, risks for poor birth outcomes, and maintaining healthy behaviors during the preconception and interconception periods. The coordinator's training also addresses special topic areas to assist CHWs in working with high-need clients, including domestic violence, mental health, substance use, and clients in crisis.