

**COMMUNITY HEALTH WORKER
(Hybrid)**

APPENDIX A

O*NET CODE 21-1094.00

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.

WORK PROCESSES

Approximate Hours

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

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|---|----------------|
| 1. Orientation to the role of the Community Health Worker | 80-90 |
| 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. | |
| 2. Overview of specialized and technical knowledge unique to the work environment. | 120-150 |
| 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. | |
| d. Understand health and medical concerns unique to the work environment. | |
| e. Perform basic mechanisms of data collection and documentation. | |

3. Employee and individuals' safety in the medical/community environment (some areas based on employment location). 80-90

- 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."

4. Ethical and professional practice. 120-150

- 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.

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

1. Community Networking 320-335

- 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
- f. choices and preferences.

- g. Attend community events and meetings to gain
- h. knowledge and understanding of community issues and
- i. resources.

2. Advocacy, Supporting Empowerment **320-335**

- a. Promote empowerment and self-confidence of individuals/communities to speak out for themselves and others.
- b. Identify issues related to the population served.
- c. Educate the community served on advocacy techniques.
- d. Assist individuals and communities to act collaboratively.
- e. Develop awareness of common challenges to human, civil, and legal rights.

C. Health Literacy (Customized to employer and community needs) **320-350**

- 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.

D. Communication **320-350**

- 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.

E. Teaching and Supporting Others

320-350

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 A/V equipment.

Approximate Total Hours 2000-2200

*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.

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 <https://dol.ny.gov/public-work-and-prevailing-wage>

COMMUNITY HEALTH WORKER

APPENDIX B

RELATED INSTRUCTION

Safety, Health, and the Workplace

1. First Aid/CPR (6.5 hours every 3 years)
2. Occupational and Personal Safety
3. HIPAA and Confidentiality
4. Role of the Community Health Worker (CHW)
5. Sexual Harassment Prevention Training – must comply with Section 201-g of the Labor Law

Trade Theory and Science

1. Understanding Health, Public Health and Healthcare
2. Basic Communication and Interpersonal Skills
3. Advanced Communication and Interpersonal Skills
4. Group Facilitation, Planning and Presentation Skills
5. Teaching and Presentation Skills
6. Adult Learning –Theory and Practice

Trade Skills

1. Recognition of Health Issues
2. Teamwork and the Healthcare Team
3. Advocating for Patients
4. Community Resource Asset Mapping
5. Nutrition, Exercise, and Diet
6. Legal Considerations
7. Documentation Protocol and Recordkeeping
8. Professional Expectations
9. Basic Computer Skills

Other Special Applications (as necessary)

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.

Appendix B topics are approved by New York State Education Department.