HIRING

BENEFITS OF HIRING A CHW

- Improved health outcomes
- Decreased costs
- System navigation for patients
- Tailored programs to community needs
- Increased job opportunities for low-income communities [1]
- Clinics better connect to the community [2]

QUALITIES TO LOOK FOR

- Close connection to the community served [4]
- Friendly/outgoing, patient, open-minded, honest, compassionate, eager to grow [3]
- Positive communication skills
- Adaptability, reliability, fortitude [4]
- Persistence, confidentiality

HOW TO RECRUIT

- Networking, word-of-mouth
- Advertising in the community
- Recruiting internally
- Media ads (internet, newspaper) [1]

INCLUDE IN JOB POSTING

- Community or patient population to be served
- CHW role within the clinical care team
- Activities and responsibilities
- Training requirements [2]
- Desired experience: service coordination, organization, capacity building, advocacy, [4] health education, language capacity
- Prioritize previous CHW training and experience over formal education (See Example Job Descriptions)

- What type of experience do you have working in the community?
- What steps would you go through to build trust with patients?
- Give an example of a time you went above and beyond the call of duty to get the job done. [5]

References

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3. Rosenthal L et al. Progress Report of the Community Health Worker (CHW) Core Consensus (C3) Project: Building National Consensus on CHW Core Roles, Skills and Qualities. (2016). Retrieved from http://www.chwcentral.org/sites/default/files/CHW%20C3%20Project.pdf

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6. MHP Salud. (2014) Supervision Manual for Promotor(a) de Salud Programs. Retrieved from http://mhpsalud.org/run-your-community-health-worker-program-effectively-with-our-free-supervision-manual-for-promotora-de-salud-programs-manual/

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