# 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
- Clinics better connect to the community

## Qualities to Look For

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

## How to Recruit

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

## Include in Job Posting

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

- 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.

References


