



CHW Professional Domains and Job Tasks

**30 hours of training for Grandparenting certification:
20 hours from 5 domains, 10 hours electives**

Communication and Education (4 hours)

1. Demonstrate effective adult learning, teaching, instructional and/or presentation skills.
2. Demonstrate effective, expressive and receptive communication skills that are culturally and linguistically competent.
 - a. Use effective verbal communication skills.
 - b. Use effective non-verbal communication skills.
 - c. Use effective listening skills.
3. Identify and respond appropriately to crisis situations.
4. Demonstrate effective conflict resolution skills.
5. Use appropriate strategies to affect positive behavioral change (outcome of your work).

Resources (4 hours)

1. Bridge cultural differences between communities and health/social service systems.
2. Assist members of the community to access the health/social services they need, which may include making formal and/or informal referrals/links to providers.
3. Build individual and community capacity to access health/social services.
4. Recognize barriers to services and access appropriate resources to care.

Advocacy (4 hours)

1. Ensure communities know and understand their rights.
2. Uphold participant rights at all times.
3. Advocate for Individual and community needs related to health/social services.
4. Help others develop skills to increase their own capacity to access needed health/social services. (Empower -- teach others how to self-advocate)
5. Serve as a liaison between the participant and needed and/or available health/social services.

Foundations of Health (4 hours)

1. Possess knowledge of basic health topics.
 - a. Social determinates of health (outside factors that impact the health of the individual).
 - b. Basic knowledge of primary risk factors and prevention.
 - c. Understand the basic structure of the healthcare delivery system.
 - d. Universal precautions/OSHA/personal protection-equipment.
 - e. Disease specifics are handled under specific training modules and are not part of the certification testing.
2. Provide culturally appropriate health information and social supports to members of the community seeking health/social services.
3. Use and/or collect necessary data to determine and respond appropriately to the participant's needs and strengths.
4. Conduct outreach and provide education to meet community health/social service needs.

Professional Responsibility (4 hours)

1. Maintain confidentiality in accordance with state and federal laws.
2. Document service provision in accord with agency policy and procedure.
3. Perform all job tasks in accord with federal, state and local laws, rules and regulations.
4. Perform all job tasks in accord with published codes of ethics and professional conduct.
5. Seek supervision as necessary and appropriate to competently perform job duties.
6. Practice personal safety and self-care.
7. Understand and explain the Community Health Worker's Scope of Service, specifically what can and cannot be performed.

For More Information: www.FloridaCHW.org

For Spanish language assistance, call 305-243-8433. *Interesados que hablen español, pueden llamar al 305-243-8433.*

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