



Supporting the workforce of Indiana's CHWs as part of the health care delivery system.

Personal Qualities of a Community Health Worker

Although there is not yet a formal, national consensus regarding qualities that a CHW should embody, INCHWA strongly recommends using the following qualities to guide the selection of exemplary candidates when recruiting CHWs for positions in both health and social service settings.

Personal Qualities	Definition
Connected to the community	A community member OR having a close understanding of the community they serve with shared life experiences and strong desire to help the community
Interpersonal warmth	The ability to listen and respond to clients and communities with compassion and kindness.
Trustworthiness and mature	Being honest, allowing others to confide in you, maintaining confidentiality, and upholding professional ethics.
Open -mindedness	The willingness to embrace others' difference, including their flaws and be non-judgmental in your interactions with them.
Objectivity	Striving to work with and view clients and their circumstances without the influence of personal prejudice or bias.
Sensitivity	To be aware of and truly respect the experience, culture, feelings and opinions of others.
Competence	Developing the knowledge and skills required to provide quality services to all the clients and communities being served
Commitment to social justice	The commitment and heart to fight injustice and to advocate for social changes that promote the health and well-being of the clients and communities.
Good psychological health	Having the mental and emotional capacity to perform your work professionally without doing harm to clients, colleagues, or yourself.
Self-awareness and understanding	Being willing and able to reflect upon and analyze your own experience, biases and prejudices, to ensure that they do not negatively affect your interactions with clients and colleagues.

For Policymakers:

When developing statewide policy around CHWs, it is imperative to validate the importance of the CHW Qualities particularly connectedness to community. Policy should be crafted so that barriers for traditional CHWs, community-based individuals who share a connection to the community they serve, are minimized. While it may be challenging to include these qualities in policy, it should always be clear that positions which are not defined in terms of these qualities should not be considered CHW positions.



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Sources:

Tim Berthold, *Foundations for Community Health Workers, Second Edition*, Wiley Publishing 2016

E. Lee Rosenthal, PhD, MS, MPH; and Carl H. Rush, MRP, (April 2016) *Understanding Scope and Competencies A Contemporary Look at the United States Community Health Worker Field Progress Report of the Community Health Worker (CHW) Core Consensus (C3) Project: Building National consensus on CHW core roles, skills, and qualities*. Retrieved from <http://www.chrllc.net/id12.html>