



## **Health Coach Skills Checklist 2018**

Community health workers should be members of the communities where they work, should be selected by the communities, should be answerable to the communities for their activities, should be supported by the health system but not necessarily a part of its organization, and have shorter training than professional workers.

### **A. Session 1 INTRODUCTION**

1. Able to define CMT mission, programs simply to residents and other partners
2. Skill with Goal Attainment and follow up- for CA and at least 5 participants
3. Networks
  - a. Can define and develop personal and work networks
  - b. Define a family's social network
  - c. Knowledge of CMT Neighbourhood Guide
  - d. Assist family/individual to broaden their social connections
  - e. Can define how to work with community partners to expand CMT's networks

### **Other Core CMT Skills**

#### **Circle – Handout: Circle manual**

- Leave ego at the door, can define basic Circle principles and processes
- Incorporate Circle approach in CMT meetings, programs and events
- Can incorporate Circle principles into working on a team
- Can run a Circle session to demonstrate his/her understanding of the approach

#### **Data collection and reporting**

- Maintains up to date record of activities on CMT Database
- Reviews CMT and Program data at least every 3 months
- Can use the Health Planner and adapt it to the motivation and interests of the resident
- Completes relevant forms: Registration, records goals and follow up activities, attendance, and other evaluation needs.
- Ability to document and describe their specific behaviour
- Use of software
- Upgrade writing skills

#### **Work Skills**

- Comfortable with the use of video to record role plays and interviews
- Speak up in meetings to community to project officer, partners
- Outcome: ca's perceived knowledge and satisfaction about their work
- Provider work planning and scheduling
- Provider to provider communication
- Specialized Knowledge

### **Program Area Skills**

- **Healthy Living** Level 1
- **Neighbourhood Net-** CA level 1 Training curriculum
- **After School** Family Health, Programming for children



## **B. Sessions 2 -5: Community Development**

- Demonstrate community leadership through personal example
- Ability to do the informal self help through activities and socials
- Identify strengths and challenges faced by residents in a specific apartment building in the community
- Can listen to residents and be able to define at risk individuals and groups
- Can balance the needs and strengths of a multicultural neighbourhood to foster inclusion
- Organize community sessions and meetings
- Can organize different community interventions based on residents' input
- Develop and deliver activities which encourage community reciprocity
- Able to achieve program outcomes working with community partner
- Ability to spin off a program to community management ( eg volleyball league)

## **C. Sessions 6-12 Motivation and Behaviour Change**

- CAs demonstrated they can change their own behaviour
- Proactive strategies to change behaviour
- Study #69 Change in adherence patterns- following policies or practices for prevention, referral
- Goal Attainment: Appropriate use of CAs skill to achieve the goals the person set.
- Define specific motivation techniques
- Demonstrate PAM: Ability to move from Bronze to Silver to Gold
- Develop resilience
- Improve participant's networks: Use of community networks to identify people at risk
- Maintenance, proactive to move people to the next step
- Demonstrate improvement interviewing skills ratings as measured by Motivational Interviewing Scale: 1. MI-adherent statements 2. MI-nonadherent statements 3. Closed questions 4. Open questions 5. Simple reflections 6. Complex reflections 7. Total reflections 8. Proportion open questions 9. Proportion complex reflections 10 Proportion reflections of questions 11 Proportion adherent statements

## **D. Dealing with Residents facing challenges: March-June**

- Stress- Able to identify good stress
- Create a feeling of safety for residents
- Look at mental health training-Surabhi and Shabana
- Different reactions to stress`
- Define cultural definitions of mental health
- Can work with participants to define additional coping strategies
- Maintain ongoing contact and follow up
- Cultural differences- define appropriate approaches
- Ability to deal with people in crisis