



**MHP Salud**



**Community Health Worker  
Supervision Model**

# Community Health Worker Supervision Model

Supervisors are required to meet with CHWs on a regular basis. This helps with reviewing the following: performance in the role of the Community Health Worker, setting work and personal goals, supporting the CHW, observing and providing feedback, and understanding any barriers encountered by the CHW.



## Supervision



## Setting an Agenda

- Supervision can be structured or not, but it is best that the supervisor has an agenda before meeting with the CHW.
- Review current goals and metrics of the program, including the CHW's reached metrics.
- Provide the CHW with any organizational information or changes as they pertain to the program and/or organization. It is important that the CHWs feel that they are included and aware of any changes.

- Allow the CHW to discuss any pending issues and/or barriers without being judgmental.
- Request feedback from the CHW on any additional supplies/ tools needed to perform the job/task.



## Individual Supervision should be held regularly

**Supervision should be held on a weekly basis.**

This promotes a positive environment for growth; both for the CHW and the supervisor.

Meeting on a weekly basis also ensures that the CHWs feel that they are part of the organization and a team.

New CHWs may require more frequent supervision meetings during their first 90 days to ensure they fully understand the role and adjust to the position.

**Supporting the CHW**

Provide enough time to discuss how you as a supervisor can provide additional support.

Listen to the CHW and provide feedback on how you plan to provide support.



## Site Visit – Observing the CHWs out in the field

**Make time to visit the CHWs in the community.**

It is crucial to see how the CHWs are working in the community.

How do they interact with community members?

How do they communicate with partners in the community?

Are they leading and teaching the curriculum and are they modifying to meet the group's needs?

Are they prepared with supplies/tools?

If unprepared, why?

Do not correct or make suggestions to the CHW in front of others

This type of correction could lead to other issues.

**Provide Feedback**

Be positive when providing feedback.

If negative feedback will be provided, be constructive with opportunities for improvement.

Suggest ideas for improvement.

Request ideas from the CHW on what could have been done better.

## Group Supervision

Follows a similar format as Individual Supervision; this environment provides opportunities for growth.

- Allows for all CHWs to share program outcomes.
- Provide an environment in which CHWs support each other.
- Identify barriers and how they have been overcome.
- Promotes team building and fortifying a strong relationship.
- Provides an atmosphere for sharing concerns as a group.
- Scheduling group supervision frequently; such as bi-weekly or monthly. Provides additional support in creating a strong relationship and providing an atmosphere for positive reinforcement.

## Performance Appraisals / Reviews



Reviews are performed in accordance with your organization's guidelines

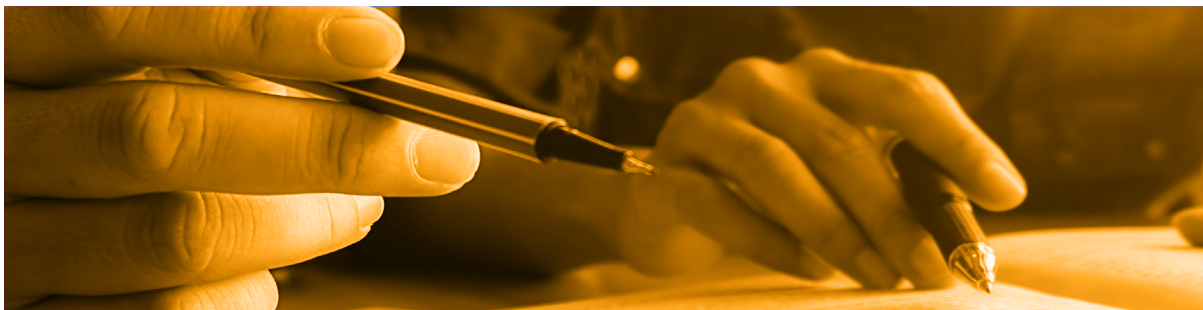
- They should be aligned with your organization's performance appraisal schedule.
- It's recommended that the performance appraisal includes both self-feedback from the CHW as well as feedback from the supervisor on the CHW's performance.



## Feedback

Providing feedback is essential and should be provided in a manner that is constructive and beneficial for the CHW

If improvement is needed in certain areas, it is the responsibility of the supervisor to work with the CHW.



The supervisor should create an improvement plan along with the CHW and monitor in accordance with your organization's policies or disciplinary procedures.

- Improvement plan should be detailed with set goals and a timeline.
- Goals should be discussed at weekly supervision to ensure that the set goals/metrics are being met.
- If progress is not made, then the last recourse is termination of the CHW is recommended by the supervisor.

