

## Community Health Worker Intensive Interview Questions

[Ask All]

Introduction / Interview purpose

What project are you involved in?

How long have you worked in this position

What attracted you to this position?

Probe: What kind of experience did you have before this position

Who do you work for and with?

Probe: NYU vs CBOs

[Ask only NYU/ experienced CHWs]

What are your responsibilities?

Probe: What experience and/or training are needed to perform these?

What is a typical day (to the extent that there is one)?

Do you feel that you received adequate training to do your job?

Are there any areas do you feel that you need more or ongoing training?

What is the most rewarding part of the job?

What is the most difficult part of the job / What problems do you encounter?

Was there anything about the job that surprised you?

Probe: Initial expectations

Problems encountered

Differences in your role during Recruitment vs Baseline vs follow up

What advantages or disadvantages do you face being based at NYU

Probe: How does this affect how the CBO partners/community views you?

[Ask for new /CBO-based CHWs]

What do you expect to be doing on the project?

What challenges do you think you will encounter?

How do you see your role in the context of your role at the CBO?

How have your views/actions towards the community since beginning to work on the project ?

What advantages or disadvantages do you face being based at the CBO?

What is the nature of your interaction with NYU?

Probe: To what extent do you see yourself as part of the NYU team?

How does this affect how the community views you?

[Ask All]

By definition, community is a critical component of being a CHW. What do you consider the 'community' that you are working to help?

Probe: Are all the people you deal with part of your community? If not, why?

What qualities make a successful community health worker?

Probe: Trust

Social support

Providing linkages

Same community

Probe: Cultural congruence

Language

Patient empowerment

Probe: Develop patients': self-efficacy, role modeling, motivation and skills building

Other

How can you tell when you've done a good job?

What makes CHWs different than other health educators/outreach workers?

Does it change your actions or effectiveness when you differ than participants along some characteristics?

Probe: age, gender, religion, education, occupation

Do you collaborate with others to do your job?

What else is important for others to know about what you do and how you have an impact?