



CHWC Framework | Learning & Development Journey Map

Assets Specialists



AWARE			APPLY			COMMENCE			PERFORM			PROGRESS		
APPLICATION			RECRUITMENT & SELECTION			INDUCTION			3-6 MONTHS			12+ MONTHS		
Adaptable	Agility	Coachability	Emotional Intelligence	Empathy	Flexible	CHIA NSW Induction Program	Self Care & Boundaries	Conflict Resolution	Cultural Safety	Ageing Support	Domestic & Family Violence	Self Care & Boundaries	Managing Difficult Behaviour	Ageing Support
Compassion	Resilience	Social Responsibility	Open-Minded	Collaboration	Critical Thinking	Managing Difficult Behaviour	Workplace Boundaries & Bullying	Antisocial Behaviour	National Disability Insurance	Reflective Practice	Related Skill Set	Antisocial Behaviour	Child Protection	Complex Needs & Vulnerable Clients
Values	Communication	Cultural Awareness & Diversity	Growth Mindset	Information & New Technology	Related Qualification	Challenging Behaviour	Child Protection	Community Engagement				Domestic & Family Violence	Emergency Preparedness	Hoarding & Squalor
Cultural Safety	Language, Literacy & Numeracy	Asset Management				Complex Needs & Vulnerable Clients	Contractors & Tenants	Emergency Preparedness				Housing Policies	Mental Health	NSW Civil & Administrative Tribunal
Building Skills	Customer Service	Governance				Hoarding & Squalor	Housing Policies	Mental Health				Reflective Practice	Sector Context & History	Strengths Based Practice
Judgement & Decision Making	Risk & Compliance	Scoping				NSW Civil & Administrative Tribunal	Residential Tenancy Act	Sector Context & History				Work Health & Safety	Emerging Leaders	Stress Management for Staff
Stakeholder Management	Strategic Thinking	Coaching & Mentoring				Strengths Based Practice	Time Management	Trauma Informed Care & Practice				Related Skill Set		
Leadership	Vulnerable & Complex Needs of Staff	Related Qualification				Understand Tenants, Clients & Customers	Work Health & Safety	Related Skill Set						

CAPABILITIES & OTHER OPTIONS: ■ Personal ■ Interpersonal ■ Technical & Operational ■ Leadership & Management ■ Industry Induction ■ Accredited Training