



# CHWC Framework | Leadership & Management

Individual strengths and abilities to oversee processes and performance while helping guide others and initiatives towards the achievement of goals. Specific to people management and supervisory roles and sometimes require ongoing development.



| Coaching & Mentoring   | Emerging Leaders  | HR  | Leadership   | People Management  |
|--|---|---|--|--|
| Ability to coach by teaching another staff member knowledge and skills using a time focussed plan, whilst mentoring by guiding mentees work through sharing of own knowledge and experience. | Demonstrating the qualities, values and behaviours to enhance knowledge and skills for leading, motivating and inspiring high performing individuals and teams. | Ability to effectively manage all matters related to employees including recruitment and staffing, compensation and benefits, training and learning, labour and employee relations, and organisational development. | Consistently model professionalism in the workplace and inspire and motivate others to achieve organisational goals.                       | Effective management of people and working collaboratively with internal and external stakeholders, including the practice of recruiting, training, engaging, and retaining employees to optimise talent and productivity. |
| Applicable To<br>AD T A TM S   | Applicable To<br>AD T A FS S  | Applicable To<br>AD T A TM  | Applicable To<br>AD T A TM S   | Applicable To<br>AD T A TM   |
| Learning & Development<br><ul style="list-style-type: none"> <li>On the job</li> <li>Coaching</li> </ul>   | Learning & Development<br><ul style="list-style-type: none"> <li>Emerging leaders program</li> <li>On the job</li> <li>Coaching</li> </ul>                      | Learning & Development<br><ul style="list-style-type: none"> <li>N/A</li> </ul>   | Learning & Development<br><ul style="list-style-type: none"> <li>Emerging leaders program</li> <li>On the job</li> <li>Coaching</li> </ul> | Learning & Development<br><ul style="list-style-type: none"> <li>Managing people performance</li> <li>Emerging leaders program</li> <li>On the job</li> <li>Coaching</li> </ul>  |
| Resources<br><ul style="list-style-type: none"> <li>N/A</li> </ul>   | Resources<br><ul style="list-style-type: none"> <li>N/A</li> </ul>  | Resources<br><ul style="list-style-type: none"> <li>N/A</li> </ul>  | Resources<br><ul style="list-style-type: none"> <li>N/A</li> </ul>   | Resources<br><ul style="list-style-type: none"> <li>Induction welcome Pack</li> </ul>  |



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Individual strengths and abilities to oversee processes and performance while helping guide others and initiatives towards the achievement of goals. Specific to people management and supervisory roles and sometimes require ongoing development.



| Staff Management   | Stress Management for Staff  | Supervision   | Training Staff   | Vulnerable & Complex Needs of Staff  |
|--|--|---|--|--|
| <p>Ability to identify the purpose, function and role of the team or unit in line with business plans and strategic directions of the organisation, including planning, organising, staffing, leading and controlling.</p> | <p>Recognise the signs and sources of stress and develop and share stress management techniques to ensure staff are supported as they encounter challenging clients and workloads.</p> | <p>Effectively oversee employees by supervising and guiding performance and delivery of their work.</p>   | <p>Ability to identify, coordinate and support staff training needs and plans to enhance skills, knowledge and workplace performance. This includes currency with the relevant experience to train and organise a plan through coaching, mentoring, professional development and/or accredited training.</p> | <p>Ability to recognise issues or needs, respond appropriately from a strengths based practice, and refer to more targeted services to assist staff in ensuring a safe and supportive environment.</p>           |
| <p>Applicable To</p> <p>AD T A TM</p>  | <p>Applicable To</p> <p>AD T A TM S</p>  | <p>Applicable To</p> <p>AD T A TM</p>   | <p>Applicable To</p> <p>AD T A TM</p>  | <p>Applicable To</p> <p>AD T A TM S</p>  |
| <p>Learning &amp; Development</p> <ul style="list-style-type: none"> <li>• Lead and manage team effectiveness</li> <li>• On the job</li> <li>• Coaching</li> </ul>   | <p>Learning &amp; Development</p> <ul style="list-style-type: none"> <li>• Manage stress in the workplace</li> <li>• On the job</li> <li>• Coaching</li> </ul>                         | <p>Learning &amp; Development</p> <ul style="list-style-type: none"> <li>• Managing people performance</li> <li>• Manage personal and professional development</li> <li>• On the job</li> <li>• Coaching</li> </ul> | <p>Learning &amp; Development</p> <ul style="list-style-type: none"> <li>• Manage personal and professional development</li> <li>• On the job</li> <li>• Coaching</li> </ul>   | <p>Learning &amp; Development</p> <ul style="list-style-type: none"> <li>• Mental health first aid</li> <li>• Developing a leadership mindset for wellbeing</li> <li>• On the job</li> <li>• Coaching</li> </ul> |
| <p>Resources</p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>   | <p>Resources</p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>   | <p>Resources</p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>  | <p>Resources</p> <ul style="list-style-type: none"> <li>• Induction welcome Pack</li> <li>• Mentoring NSW</li> </ul>   | <p>Resources</p> <ul style="list-style-type: none"> <li>• Staff wellbeing videos</li> </ul>  |