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| **EMPLOYEE DETAILS** | | | |
| **EMPLOYEE NAME:** | | **EMPLOYEE ROLE TITLE:** | |
| **MANAGER’S NAME:** | | **MANAGER’S ROLE TITLE:** | |
| **ORGANISATION:** | | | |
| **EMPLOYEE COMMENCEMENT:** DD/MM/YYYY | **ASSESSMENT DATE:** DD/MM/YYYY | | **REVIEW DATE:** DD/MM/YYYY |

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| **ASSESSING COMPETENCY** | | |
| The Community Housing Workforce Capability Framework comprises four core groups of capabilities that are valued and commonly required of key Community Housing employees. Each capability is appropriately named and described with relevance to its function and role within the industry and aligned to stages of the employment lifecycle through **Learning and Development Journey Maps**.  By referring to each **capability’s description**, three broad levels of competency can be used to assess individual attributes, skills, knowledge, and abilities according to your own organisational context. | | |
| **★ Introductory**  No or minimal knowledge. May have exposure to skill and understand basic concepts but lack experience. | **★ ★ Proficient**  Competent and skilled with good working and background knowledge of area. | **★ ★ ★ Expert**  Highly developed knowledge and skill level. Solid experience and training with advanced understanding of concepts. |
| This guide can help track competency and subsequent progression of training and development in each area through a range of informal and formal learning, both within and outside your organisation. Refer to the **CHIA NSW Learning & Development Toolkit** for information on various training options and resources. | | |

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| **CAPABILITY** | **COMPETENCE** | | | **TRAINING TYPE** | **STATUS** | **COMPLETION** |
|  | **★**  **Introductory** | **★★ Proficient** | **★★★ Expert** |  |  |  |
| **PERSONAL |** Attributes | | | | | | |
| **Adaptable** |  |  |  |  |  | DD/MM/YYYY |
| **Agility** |  |  |  |  |  | DD/MM/YYYY |
| **Coachability** |  |  |  |  |  | DD/MM/YYYY |
| **Compassion** |  |  |  |  |  | DD/MM/YYYY |
| **Emotional Intelligence** |  |  |  |  |  | DD/MM/YYYY |
| **Empathy** |  |  |  |  |  | DD/MM/YYYY |
| **Flexible** |  |  |  |  |  | DD/MM/YYYY |
| **Open-Minded** |  |  |  |  |  | DD/MM/YYYY |
| **Resilience** |  |  |  |  |  | DD/MM/YYYY |
| **Self Care & Boundaries** |  |  |  |  |  | DD/MM/YYYY |
| **Social Responsibility** |  |  |  |  |  | DD/MM/YYYY |
| **Values** |  |  |  |  |  | DD/MM/YYYY |
| **INTERPERSONAL |** Skills & Knowledge | | | | | | |
| **Collaboration** |  |  |  |  |  | DD/MM/YYYY |
| **Communication** |  |  |  |  |  | DD/MM/YYYY |
| **Conflict Resolution** |  |  |  |  |  | DD/MM/YYYY |
| **Critical Thinking** |  |  |  |  |  | DD/MM/YYYY |
| **Cultural Awareness & Diversity** |  |  |  |  |  | DD/MM/YYYY |
| **Cultural Safety** |  |  |  |  |  | DD/MM/YYYY |
| **Growth Mindset** |  |  |  |  |  | DD/MM/YYYY |
| **Language, Literacy & Numeracy** |  |  |  |  |  | DD/MM/YYYY |
| **Managing Difficult Behaviour** |  |  |  |  |  | DD/MM/YYYY |
| **Workplace Boundaries & Bullying** |  |  |  |  |  | DD/MM/YYYY |

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| **CAPABILITY** | **COMPETENCE** | | | **TRAINING TYPE** | **STATUS** | **COMPLETION** |
| **★**  **Introductory** | **★★ Proficient** | **★★★ Expert** |
| **TECHNICAL & OPERATIONAL |** Skills & Knowledge | | | | | | |
| **Ageing Support** |  |  |  |  |  | DD/MM/YYYY |
| **Antisocial Behaviour** |  |  |  |  |  | DD/MM/YYYY |
| **Challenging Behaviour** |  |  |  |  |  | DD/MM/YYYY |
| **Child Protection** |  |  |  |  |  | DD/MM/YYYY |
| **Complex Needs & Vulnerable Clients** |  |  |  |  |  | DD/MM/YYYY |
| **Contract Management** |  |  |  |  |  | DD/MM/YYYY |
| **Contractors & Tenants** |  |  |  |  |  | DD/MM/YYYY |
| **Customer Service** |  |  |  |  |  | DD/MM/YYYY |
| **Disability** |  |  |  |  |  | DD/MM/YYYY |
| **Domestic & Family Violence** |  |  |  |  |  | DD/MM/YYYY |
| **Emergency Preparedness** |  |  |  |  |  | DD/MM/YYYY |
| **Engagement** |  |  |  |  |  | DD/MM/YYYY |
| **Hoarding & Squalor** |  |  |  |  |  | DD/MM/YYYY |
| **Housing Policies** |  |  |  |  |  | DD/MM/YYYY |
| **Income Assessment** |  |  |  |  |  | DD/MM/YYYY |
| **Information & New Technology** |  |  |  |  |  | DD/MM/YYYY |
| **Judgement & Decision Making** |  |  |  |  |  | DD/MM/YYYY |
| **Mental Health** |  |  |  |  |  | DD/MM/YYYY |
| **National Disability Insurance** |  |  |  |  |  | DD/MM/YYYY |
| **NSW Civil & Administrative Tribunal (NCAT)** |  |  |  |  |  | DD/MM/YYYY |
| **Reflective Practice** |  |  |  |  |  | DD/MM/YYYY |
| **Rent Assessment & Calculation** |  |  |  |  |  | DD/MM/YYYY |
| **Residential Tenancy Act (RTA)** |  |  |  |  |  | DD/MM/YYYY |
| **Risk & Compliance** |  |  |  |  |  | DD/MM/YYYY |
| **Sector Context & History** |  |  |  |  |  | DD/MM/YYYY |
| **Strengths Based Practice** |  |  |  |  |  | DD/MM/YYYY |
| **Tenancy Management** |  |  |  |  |  | DD/MM/YYYY |
| **Time Management** |  |  |  |  |  | DD/MM/YYYY |
| **Trauma Informed Care & Practice** |  |  |  |  |  | DD/MM/YYYY |
| **Understanding Tenants, Clients & Customers** |  |  |  |  |  | DD/MM/YYYY |
| **Work Health & Safety** |  |  |  |  |  | DD/MM/YYYY |
| **LEADERSHIP & MANAGEMENT |** Skills & Knowledge | | | | | | |
| **Emerging Leaders** |  |  |  |  |  | DD/MM/YYYY |