



# CHWC Framework | Learning & Development Journey Map

Tenancy Frontline Staff



**AWARE | ATTRACT**      **APPLY | RECRUIT**      **COMMENCE | ONBOARD**      **PERFORM | DEVELOP**      **PROGRESS | RETAIN**

**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	Managing Difficult Behaviour	Ageing Support	Self Care & Boundaries	Ageing Support	Antisocial Behaviour
Compassion	Resilience	Social Responsibility	Open-Minded	Collaboration	Critical Thinking	Workplace Boundaries & Bullying	Antisocial Behaviour	Challenging Behaviour	Complex Needs & Vulnerable Clients	Disability	Domestic & Family Violence	Child Protection	Complex Needs & Vulnerable Clients	Domestic & Family Violence
Values	Communication	Cultural Awareness & Diversity	Growth Mindset	Information & New Technology	Related Qualification	Child Protection	Contract Management	Contractors & Tenants	Engagement	Hoarding & Squalor	Judgement & Decision Making	Emergency Preparedness	Hoarding & Squalor	Housing Policies
Cultural Safety	Language, Literacy & Numeracy	Customer Service				Emergency Preparedness	Housing Policies	Income Assessment	National Disability Insurance	NSW Civil & Administrative Tribunal	Reflective Practice	Mental Health	NSW Civil & Administrative Tribunal	Reflective Practice
Related Qualification						Mental Health	Rent Assessment & Calculation	Residential Tenancy Act	Time Management	Trauma Informed Care & Practice	Related Skill Set	Risk & Compliance	Sector Context & History	Strengths Based Practice
						Risk & Compliance	Sector Context & History	Strengths Based Practice				Work Health & Safety	Emerging Leaders	CHC52021 Diploma of Community Services
						Tenancy Management	Understand Tenants, Clients & Customers	Work Health & Safety				Related Skill Set		
						CHC42221 Certificate IV in Housing	Related Skill Set							