



CHWC Framework | Learning & Development Journey Map

Tenancy Specialists



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	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	Customer Service				Complex Needs & Vulnerable Clients	Contractors & Tenants	Emergency Preparedness				Housing Policies	Mental Health	NSW Civil & Administrative Tribunal
Governance	Judgement & Decision Making	Risk & Compliance				Engagement	Hoarding & Squalor	Housing Policies				Reflective Practice	Sector Context & History	Strengths Based Practice
Stakeholder Management	Strategic Thinking	Coaching & Mentoring				Mental Health	NSW Civil & Administrative Tribunal	Residential Tenancy Act				Work Health & Safety	Emerging Leaders	Stress Management for Staff
Leadership	Vulnerable & Complex Needs of Staff	Related Qualification				Sector Context & History	Strengths Based Practice	Tenancy Management				Related Skill Set		
						Time Management	Trauma Informed Care & Practice	Understand Tenants, Clients & Customers						
						Work Health & Safety	Related Skill Set							