CHWC Framework | Learning & Development Journey Map Tenancy Specialists



AWARE			APPLY			COMMENCE			PERFORM			PROGRESS		
APPLICATION		RECRUITMENT & SELECTION			INDUCTION			3-6 MONTHS			12+ MONTHS			
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	
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	
Communication	Cultural Awareness & Diversity	Growth Mindset	Information & New Technology	Related Qualification	Challenging Behaviour	Child Protection	Community Engagement				Domestic & Family Violence	Emergency Preparedness	Hoarding & Squalor	
Language, Literacy & Numeracy	Customer Service				Complex Needs & Vulnerable Clients	Contractors & Tenants	Emergency Preparedness				Housing Policies	Mental Health	NSW Civil & Administrative Tribunal	
Judgement & Decision Making	Risk & Compliance				Engagement	Hoarding & Squalor	Housing Policies				Reflective Practice	Sector Context & History	Strengths Based Practice	
Strategic Thinking	Coaching & Mentoring				Mental Health	NSW Civil & Administrative Tribunal	Residential Tenancy Act				Work Health & Safety	Emerging Leaders	Stress Management for Staff	
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								
	Agility Agility Resilience Communication Language, Literacy & Numeracy Judgement & Decision Making Strategic Thinking	Agility Coachability Agility Coachability Resilience Social Responsibility Communication Cultural Awareness & Diversity Language, Literacy & Numeracy Customer Service Judgement & Docision Making Risk & Compliance Strategic Thinking Coaching & Mentoring Vulnerable & Complex Related Outliferation	Application Recruit Agility Coachability Emotional Intelligence Agility Coachability Emotional Intelligence Resilience Social Responsibility Open-Minded Communication Cultural Awareness & Diversity Growth Mindset Language, Literacy & Numeracy Customer Service Intelligence Judgement & Decision Risk & Compliance Intelligence Strategic Coaching Thinking Coaching Mentoring Vulnerable & Complex Related Onelligence Intelligence	Application RECRUITMENT & SER Agility Coachability Emotional Intelligence Empathy Resilience Social Responsibility Open-Minded Collaboration Communication Cultural Awareness & Diversity Growth Mindset Information & New Technology Language, Literacy & Numeracy Customer Service Growth Mindset Information & New Technology Judgement & Decision Making Risk & Compliance Coaching & Mentoring Vulnerable & Compliance Vulnerable & Complex Related Durification Related Vulnerable	Application Recruitment & selection Agiiity Coachability Emotional Intelligence Empathy Flexible Resilience Social Responsibility Open-Minded Collaboration Critical Thinking Communication Cultural Awareness & Diversity Growth Mindset Information & New Technology Related Qualification Language, Literacy & Numeracy Customer Service Strategic Thinking Risk & Compliance Flexible Strategic Thinking Coaching & Mentoring Related Coaching Flexible Flexible	Application RECRUITIENT & SELECTION Agility Coachability Emotional Intelligence Empathy Flexible CHIA NSW Induction Program Resilience Social Responsibility Open-Minded Collaboration Critical Thinking Managing Diffcuit Behaviour 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Residential Tribunal Residential Tenancy Context Vulnerable & Complex Needs of Starf Related Qualification Sector Context Strengths Based Tenancy Customer	NPLICATION RECRUITMENT & SELECTION INDUCTION Conflict Mational Mational Resilience Social Responsibility Open-Minded Collaboration Critical Managing Workplace Antisocial National Communication Cultural Awareness Growth Information Related Challenging Challenging Contractors Emegreency National Linguage, Numeracy Customer Growth Information Related Complex Contractors Emegreency Emegreency Vulnerable & Tenants Preparedness Management Compliance Kisk & Compliance Growth Stristegic Stristegic Grawthin Related Sector Strengths Management Hoursing Policies Management Vulnerable Related Qualification Freamery Management Inderstratia Treanory Management &	VPLICATION RECRUITENT & SELECTION INDUCTION 3-6 MONTHE Aglity Coachability Emotional Intelligence Empathy Flexible CHIA NSW Program Self Care & Boundaries Corlict Resolution Cultural Safety Ageing Support Resilience Social Responsibility Open-Minded Collaboration Critical Bhaviour Managing Difficult Behaviour Workplace Behaviour Antisocial Behaviour National Deability Behaviour National Deability Behaviour National Deability Behaviour National Deability Behaviour National Behaviour <	Image: Production in the sector of the se	Image: Part Part Part Part Part Part Part Part	Image: problem in the section of the sectin of the section of the section of the section of the section of th	