



Personal | Attributes

Adaptable	Agility	Coachability	Compassion	Emotional Intelligence	Empathy	Flexible	Open-Minded	Resilience	Self Care & Boundaries	Social Responsibility	Values
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Interpersonal | Skills & Knowledge

Collaboration	Communication	Conflict Resolution	Critical Thinking	Cultural Awareness & Diversity	Cultural Safety	Growth Mindset	Language, Literacy & Numeracy	Managing Difficult Behaviour	Workplace Boundaries & Bullying
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Technical & Operational | Skills & Knowledge

Ageing Support	Antisocial Behaviour	Challenging Behaviour	Child Protection	Complex Needs & Vulnerable Clients	Contract Management	Customer Service	Disability	Domestic & Family Violence	Emergency Preparedness	Engagement	Governance	Hoarding & Squalor
Housing Policies	Information & New Technology	Judgement & Decision Making	Mental Health	Reflective Practice	Residential Tenancy Act	Risk & Compliance	Sector Context & History	Stakeholder Management	Strategic Thinking	Strengths Based Practice	Tenancy Management	Time Management
Trauma Informed Care & Practice	Understand Tenants, Clients & Customers	Work Health & Safety										



Leadership & Management | Skills & Knowledge

Coaching & Mentoring	HR	Leadership	People Management	Staff Management	Stress Management for Staff	Supervision	Training Staff	Vulnerable & Complex Needs of Staff
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