



CHWC Framework | Learning & Development Journey Map

Tenancy Team Leaders & Managers



AWARE			APPLY			COMMENCE			PERFORM			PROGRESS		
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	Contract Management	Self Care & Boundaries	Ageing Support	Antisocial Behaviour
Compassion	Resilience	Social Responsibility	Open-Minded	Collaboration	Critical Thinking	Managing Difficult Behaviour	Workplace Boundaries & Bullying	Antisocial Behaviour	Disability	Domestic & Family Violence	Reflective Practice	Child Protection	Complex Needs & Vulnerable Clients	Domestic & Family Violence
Values	Communication	Cultural Awareness & Diversity	Growth Mindset	Information & New Technology	Staff Management	Challenging Behaviour	Child Protection	Complex Needs & Vulnerable Clients	Stress Management for Staff	Related Skill Set		Emergency Preparedness	Hoarding & Squalor	Housing Policies
Cultural Safety	Language, Literacy & Numeracy	Customer Service	Supervision	Related Qualification		Emergency Preparedness	Engagement	Hoarding & Squalor				Mental Health	Reflective Practice	Sector Context & History
Governance	Judgement & Decision Making	Risk & Compliance				Housing Policies	Mental Health	Residential Tenancy Act				Strengths Based Practice	Work Health & Safety	Related Skill Set
Stakeholder Management	Strategic Thinking	Coaching & Mentoring				Sector Context & History	Strengths Based Practice	Tenancy Management						
HR	Leadership	People Management				Time Management	Trauma Informed Care & Practice	Understand Tenants, Clients & Customers						
Vulnerable & Complex Needs of Staff	Related Qualification					Work Health & Safety	Training Staff	Related Skill Set						

CAPABILITIES & OTHER OPTIONS: ■ Personal ■ Interpersonal ■ Technical & Operational ■ Leadership & Management ■ Industry Induction ■ Accredited Training