

Dear Hiring Manager,

I am writing to express my enthusiastic interest in the Access and Intake Coordinator position at the Asylum Seeker Resource Centre (ASRC). As a person of colour and a migrant to this country, I am deeply committed to supporting people seeking asylum. My values closely align with those of the ASRC, and I am excited by the prospect of contributing to a more welcoming and inclusive Australia.

My recent tertiary qualification in Community Services, coupled with eight years of experience in project management, has equipped me with a unique skillset that aligns well with the requirements of this role.

I possess a deep understanding of the challenges faced by migrants due to cultural, linguistic, and financial barriers. My lived experience enables me to quickly establish trust and rapport with people from diverse backgrounds.

Furthermore, my internship at headspace provided invaluable insights into the lack of culturally sensitive and appropriate support services in this country. Through focus groups and in-depth analysis of participants responses, I gained a deeper understanding of the needs and preferences of people from diverse cultural and faith backgrounds regarding services and support in this country. This experience instilled in me the importance of culturally inclusive practices, which I believe are essential for creating a truly welcoming space at the ASRC.

As a Community Support Worker at Diamond Valley Community Support, I developed a strong foundation in client-centred care, trauma-informed practice, and de-escalation techniques. I provided emergency aid and advocacy services to individuals in crisis, many of whom were seeking asylum. This role involved creating a welcoming environment and providing friendly, non-judgmental, empathetic, and compassionate support while prioritising client privacy and dignity. I assessed the needs of over 400 clients, developed appropriate support responses, and established internal and external referral pathways.

Throughout my previous roles, I have consistently demonstrated the ability to track progress and report effectively against agreed work tasks and milestones. I am also proficient in various computer applications, including word processing, spreadsheets, and databases.

I believe this role at the ASRC is the perfect next step in my career, allowing me to further grow and contribute meaningfully.

While my background in finance may seem unrelated, it was there that I honed my organisational skills, ability to manage multiple priorities, and talent for effective collaboration. These skills are invaluable in any role, particularly one that requires building strong relationships with clients and stakeholders.

I am eager to discuss how my skills and experience can benefit the ASRC's vital work.

Sincerely,

Nishant Dougall