

# NISHANT DOUGALL (THEY / THEM)

COMPASSIONATE COMMUNITY SERVICES PROFESSIONAL  
NAARM, VIC / NISHANTDOUGALL@GMAIL.COM / 0412202666

## SUMMARY

- Leveraging 4+ years of experience in community services, 9+ years of experience in finance, and offering significant lived experience of intersectional discrimination and disadvantage.
- Specialising in providing client-centred, client-led, strengths-based psychosocial support to vulnerable and disenfranchised individuals in crisis.
- Conducted over four hundred client interviews using assessment tools and case management software such as CISVIC to offer innovative solutions when problem solving with clients.
- Looking to contribute to Launch Housing's mission and driven by a desire to be a part of the solution and to witness the end of the housing crisis and homelessness within my lifetime.

## SKILLS

- **Client-centred, strengths-based practice:** Crisis intervention, client assessment, accommodation referrals, providing financial and material aid.
- **Engagement and cultural sensitivity:** rapport building, respectful communication, strong active listening, and building relationships with people from multicultural and multi-faith backgrounds
- **Administrative Skills:** Scheduling, record keeping, data entry, calendar management.
- **Housing and Homelessness Policy:** Knowledge and understanding of housing policy, including the Opening Doors framework,

## EXPERIENCE

**Multicultural Practice Project Intern** / headspace National - Naarm, Australia

03/2024 - 10/2024

- Led focus groups with thirty-six students, gathering insights to refine mental health service delivery and documenting analysis and recommendations.
- Developed national service delivery improvements, set for rollout in Q4 2025.
- Managed scheduling and admin tasks for the Multicultural Practice Team, ensuring smooth operations.

**Client Support Worker** / Diamond Valley Community Support - Naarm, Australia

03/2022 - 03/2024

- Provided psychosocial support, emergency relief and crisis intervention, integrating social justice principles, and continuous quality improvement via strengths-based, person-led practice.
- Conducted over four hundred client assessments to identify needs and tailor support, ensuring that each client received individualised assistance and resources.
- Maintained accurate records, scheduled follow-ups, and promoted client empowerment and well-being through effective case management and advocacy.

**COVID19 Rainbow Connection Delivery Volunteer** / Thorne Harbour Health - Naarm, Australia

03/2020 - 09/2020

- Delivered over two thousand care packages to vulnerable immunocompromised clients as part of outreach initiatives during COVID-19.
- Coordinated client interactions, ensuring timely material and psychosocial support for vulnerable individuals.
- Implemented stringent safety protocols for contactless deliveries.

**Harm Reduction Peer Worker** / Thorne Harbour Health - Naarm, Australia

12/2019 - 11/2020

- Led biweekly peer support meetings on AOD issues, fostering skill development and harm reduction.
- Cultivated a secure environment for recovery, addressing relapse prevention and holistic health.
- Guided clients in enhancing mental health and mindfulness, contributing to overall well-being.

**Sexual Health Outreach Support Worker** / Thorne Harbour Health - Naarm, Australia

12/2018 - 11/2019

- Provided sexual health and HIV support to clients at Sex-on-Premises Venues (SOPVS), offering harm reduction resources and education to promote safe sexual practices.
- Created a non-judgmental safe space for discussions on sensitive subjects, encouraging open communication and trust to facilitate effective support and education.

**Project Manager - Regulatory Compliance** / Coutts & Co - Covent Garden, London

02/2018 - 09/2018

- Led a high-value project for Coutts & Co's private banking sector, managing clients with assets over £5M.
- Led ethics policy development initiatives with legal and compliance teams, streamlining regulatory frameworks and strengthening anti-tax avoidance protocols across divisions,

**Project Manager - Policy Development** / Royal Bank of Scotland - Bishopsgate, London

01/2016 - 09/2018

- Ensured timely and budget-compliant completion of multiple projects through effective time management.
- Implemented comprehensive risk assessment framework for private banking operations, enhancing compliance monitoring and reporting efficiency.

**Project Analyst** / National Australia Bank (NAB) - Naarm, Australia

02/2009 - 01/2014

**Graduate Business Banker** / National Australia Bank - Naarm, Victoria

01/2009 - 12/2010

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## EDUCATION

**Diploma of Community Services**

Melbourne Polytechnic

02/2024

**Master of Finance: Accounting and Finance**

Monash University

**Bachelor of Business: Marketing**

Queensland University of Technology

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## CERTIFICATES

- First Aid (CPR), St John's Ambulance
- Mental Health First Aid
- SMART Recovery Harm Reduction Peer Facilitator
- Victorian Drivers Licence
- Working With Children Check
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