

# NISHANT DOUGALL (THEY / THEM)

COMMUNITY SERVICES PROJECT PROFESSIONAL | NB POC | CAPRICORN  
NAARM, VIC, 3070 / NISHANTDOUGALL@GMAIL.COM / 0412 202 666

## SUMMARY

- Queer, gender-diverse, neurodivergent person of colour and abolitionist with qualifications in Community Services, Business (Marketing) and Finance.
- 9+ years' experience in project delivery. 4+ years' experience in community services, demonstrating skills highly transferable to the Family Violence Justice Project Worker role.
- Seeking to contribute to systemic advocacy and sector change for women, trans and gender-diverse people who are criminalised and experiencing family violence.
- Lived experience of intersectional discrimination and disadvantage, family of origin violence and neglect, navigating the criminal justice and legal systems, and barriers to accessing social services.
- Demonstrated skills in training delivery, community engagement, and building collaborative partnerships within complex service systems, including family violence, homelessness, and mental health.

## SKILLS

- **Lived Experience:** of family of origin violence and abuse, intersectional discrimination and disadvantage, understanding of supports available in Naarm, drivers of criminalisation.
- **Communication and People Skills:** rapport building, respectful communication, strong active listening, and building relationships with people from diverse backgrounds.
- **Professional Skills:** Strong organisational and project management skills, including data analysis, drafting reports and training materials, ability to prioritize tasks, creative problem-solving and developing effective solutions to complex problems.
- **Personal attributes:** empathic, ability to work autonomously and collaboratively, committed to continuous improvement, professional development and reflective practice, flexible, adaptable.

## EXPERIENCE

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

03/2024 - 10/2024

- Led International Students Project centre on community involvement and capacity building, participating in research process by leading co-design focus groups with thirty-six students from diverse backgrounds to ensure adequate data collection.
- Output of consultation, collaboration and co-design was culturally appropriate resources enhancing community education via creation of culturally sensitive mental health resources.
- Developed web content based on headspace ethos and methodology, considered best practice
- Developed national service delivery improvements, set for rollout in Q4 2025.

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

03/2022 - 03/2024

- Provided comprehensive service delivery to individuals in crisis, including emergency relief, material aid, and advocacy, with a focus on person-centred and strengths-based practice.
- Conducted over 400 client interviews to assess needs, develop tailored support plans, and advocacy for individuals facing complex challenges, including those impacted by criminalization.
- Delivered empathetic and compassionate support, utilizing de-escalation techniques to ensure client well-being.

**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.

<b>Harm Reduction Peer Worker</b> / Thorne Harbour Health - Naarm, Australia	12/2019 - 11/2020
<ul style="list-style-type: none"> <li>• Led biweekly peer support meetings using harm reduction framework, coaching clients on AOD issues.</li> <li>• Cultivated a safe environment for recovery, addressing relapse prevention and holistic health.</li> <li>• Guided clients in enhancing mental health and mindfulness, contributing to overall well-being.</li> </ul>	
<b>Sexual Health Outreach Support Worker</b> / Thorne Harbour Health - Naarm, Australia	12/2018 - 11/2019
<ul style="list-style-type: none"> <li>• Provided sexual health and HIV support to clients at Sex-on-Premises Venues offering harm reduction resources and education to promote safe sexual practices.</li> <li>• Created a non-judgmental safe space for discussions on sensitive subjects, encouraging open communication and trust to facilitate effective support and education.</li> </ul>	
<b>Project Manager - Regulatory Compliance</b> / Coutts & Co - Covent Garden, London	02/2018 - 09/2018
<ul style="list-style-type: none"> <li>• Ensured timely completion of multiple projects concurrently within Royal Bank of Scotland's private banking division, with high-net worth clients with liquifiable assets over £5M.</li> <li>• Leveraged effective communication skills to present findings of the project to diverse audiences, ensuring bank complied with new regulatory requirements introduced by government to increase consumer protections and rights.</li> </ul>	
<b>Project Manager - Policy Development</b> / Royal Bank of Scotland (RBS) - Bishopsgate, London	01/2016 - 09/2018
<ul style="list-style-type: none"> <li>• Led the RBS Corporate Banking workstream of ethics project centred regarding high-net value clients engaging in aggressive tax avoidance strategies.</li> <li>• Collaborated with Legal and Compliance teams to streamline bank processes and strengthen tax avoidance identification protocols across divisions.</li> </ul>	
<b>Business Analyst</b> – Independent Television News (ITN), London	02/2018 - 09/2018
<ul style="list-style-type: none"> <li>• Led analysis on a tech project in ITN's Finance department, contributing to process improvement.</li> <li>• Responsible for creating and managing staff training and project communications, showcasing communication and training skills.</li> </ul>	
<b>Project Analyst</b> / National Australia Bank (NAB) - Naarm, Australia	02/2009 - 01/2014
<ul style="list-style-type: none"> <li>• Identified and documented requirements for a new centralised process on largescale program development.</li> <li>• Designed the solution, drafted appropriate documents, and maintained records per NAB's policies and procedures regarding project delivery.</li> </ul>	
<b>Graduate Business Banker</b> / National Australia Bank - Naarm, Victoria	01/2009 - 12/2010

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## EDUCATION

<b>Diploma of Community Services</b> Melbourne Polytechnic	02/2024
<b>Master of Finance: Accounting and Finance</b> Monash University	
<b>Bachelor of Business: Marketing</b> Queensland University of Technology	

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## CERTIFICATES

- Alcohol and Other Drug (AOD) Skillset – Odyssey House Institute (current)
- Mental Health First Aid
- SMART Recovery Harm Reduction Peer Facilitator
- Victorian Drivers Licence
- Working With Children Check