

# NISHANT DOUGALL

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## SUMMARY

Queer, neurodivergent, gender-diverse POC with lived experience (PLHIV/LGBTQIA+) and 4+ years in community services. Proven ability to support clients with complex needs, including 400+ needs assessments. Strong organisational and interpersonal skills honed over 9+ years in the banking sector. Seeking to contribute to organisations like Thorne Harbour Health, working to dismantle systemic injustices and make a tangible impact to improve the health and wellbeing of marginalised and vulnerable cohorts.

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## SKILLS

- **Client care and psychosocial support:** client-centered, strengths-based advocacy, harm reduction, intersectionality, applying community development principles to service delivery, harm reduction, and trauma-informed care
  - **Interpersonal communication skills:** active listening, rapport building, empathy, conflict resolution, written and verbal communication, and collaboration
  - **Organisational skills:** problem-solving, conflict resolution, time management, priority setting, client record management, and priority setting
  - **Technical skills:** case management, project management, computer skills, data collection, data entry, maintaining client privacy and confidentiality,
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## EXPERIENCE

**Multicultural Practice Project Worker** / headspace National - Naarm, VIC 03/2024 - 10/2024

- Completed internship on the team responsible for diversity and inclusion and professional development across 150+ headspace sites nationally
- Managed the International Students Experience Project, applying community development principles to finalize participation in primary research, and co-design of new, culturally appropriate resources.
- Facilitated six focus groups with 36 international students from diverse cultural and faith backgrounds.
- Drafted a research report and recommendations to the board, with culturally appropriate resources to improve service delivery, to be rolled out nationally in Q4 2025.

**Client Care and Support Worker** / Diamond Valley Community Support (DVCS) – Naarm, VIC 03/2022 - 03/2024

- Provided psychosocial support and material aid to people in crisis, integrating social justice principles into a person-centred, strengths-based, person-led approach.
- Facilitated over 400 client interviews to identify needs and tailor support responses.
- Used strong organizational skills to maintain accurate records, schedule follow-ups for clients, promote empowerment, and well-being.

**SMART Recovery Facilitator** / Thorne Harbour Health - Naarm, VIC 12/2019 - 11/2020

- Facilitated peer support meetings biweekly regarding AOD issues, using lived experience to help clients learn skills and strategies, using a harm reduction framework.
- Created a safe and supportive environment for clients on their recovery journey, covering topics including lapses and relapses, sleep, nutrition, HIV, sex, mental health, and mindfulness.

<b>Rainbow Connection Delivery Volunteer</b> / Thorne Harbour Health - Naarm, VIC	03/2020 - 09/2020
<ul style="list-style-type: none"> <li>• Distributed more than 2,000 food support packs to isolated and immunocompromised LGBTQIA+ clients.</li> <li>• Effectively managed client visits and communications to confirm delivery arrangements, ensuring timely and efficient delivery of essential support</li> </ul>	
<b>Sex-on-premises Venue SOPV Outreach</b> / Thorne Harbour Health - Naarm, VIC	12/2018 - 11/2019
<ul style="list-style-type: none"> <li>• Provided sexual health and HIV support to clients at Sex-on-Premises Venues (SOPVs)</li> <li>• Created a non-judgmental safe space, effectively managing discussions on sensitive subjects such as substance use and sexual practices.</li> </ul>	
<b>Project Manager</b> / Royal Bank of Scotland - London	01/2016 - 09/2018
<b>Business Analyst</b> / Independent Television News (ITN) - London	06/2014 - 12/2015
<b>Project Analyst</b> / National Australia Bank - Naarm	02/2011 - 01/2014
<b>Graduate Business Banker</b> / National Australia Bank - Naarm	01/2009 - 01/2011

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## EDUCATION

<b>Diploma of:</b> Community Services Melbourne Polytechnic - Naarm	02/2024
<b>Master of Finance:</b> Accounting and Finance Monash University - Naarm	01/2008
<b>Bachelor of Business:</b> Marketing Queensland University of Technology - Meanjin	01/2005

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## CERTIFICATIONS

- AOD Skills, Odyssey institute, current
- Mental Health First Aid, 12/2022
- Victorian Drivers Licence, current
- SMART Recovery Harm Reduction Peer Facilitator, 12/2019
- Providing First Aid (CPR), St John's Ambulance, 12/2024

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## REFERENCES

- **Malika Murthy**, Multicultural Practice Team – headspace National, [Mmurthy@headspace.org.au](mailto:Mmurthy@headspace.org.au)
- **Emma Harvey**, Manager – DVCS, 0411396669, [Emma.harvey@dvsupport.org.au](mailto:Emma.harvey@dvsupport.org.au)
- **Lynne Murray**, Manager, DVCS, 039435 8282, [lynne.murray@dvsupport.org.au](mailto:lynne.murray@dvsupport.org.au)
- **Madeleine Herron**, Senior Customer Solutions Manager, Amazon Global Public Sector, 0401284818, [Madeleine.herron007@gmail.com](mailto:Madeleine.herron007@gmail.com)