

NISHANT DOUGALL (THEY / THEM)

COMPASSIONATE COMMUNITY SERVICES WORKER

NAARM, VIC, 3070 / NISHANTDOUGALL@GMAIL.COM / 0412202666

SUMMARY

- Leveraging 4+ years' experience in support services and social work, 9+ years' experience in finance, and significant lived experience of intersectional discrimination and disadvantage as a queer, neurodivergent, gender diverse POC living with disability.
- 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 by leveraging creative problem-solving skills in service delivery.
- Looking to contribute to Launch Housing's mission and the IAP Program. 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.
- **Housing and Homelessness Policy:** Working knowledge of Opening Doors context and systems of housing and homelessness policy.
- **Administrative Skills:** Time management skills, record keeping, data entry, calendar management, proficient in PC-based office applications and experience with case management software such as CISVIC.
- **Personal attributes:** committed to continuous improvement, professional development and reflective practice, flexible, adaptable to evolving needs, resilience.

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 administrative 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 individualized 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 using harm reduction framework, coaching clients on AOD issues.
- 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

- 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.
- 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.

Project Manager - Policy Development / Royal Bank of Scotland (RBS) - Bishopsgate, London 01/2016 - 09/2018

- Led the RBS Corporate Banking workstream of ethics project centred regarding high-net value clients engaging in aggressive tax avoidance strategies.
- Collaborated with Legal and Compliance teams to streamline bank processes and strengthen tax avoidance identification protocols across divisions.

Project Analyst / National Australia Bank (NAB) - Naarm, Australia 02/2009 - 01/2014

Graduate Business Banker / National Australia Bank - Naarm, Victoria 01/2009 - 12/2010

EDUCATION

Diploma of Community Services 02/2024
Melbourne Polytechnic

Master of Finance: Accounting and Finance
Monash University

Bachelor of Business: Marketing
Queensland University of Technology

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
- First Aid (CPR), St John's Ambulance