

RESUME

Nishant Dougall

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Career Profile

I have a diploma in community services, a bachelor's degree in business, and a master's degree in finance. I have four years of experience in community services, including two years as a community support worker providing emergency relief to Banyule and Nillimbik residents. My background also includes project management and eight years of experience in financial services.

I identify as queer, neuro-diverse, gender diverse, and a person of colour. My life has provided me with firsthand experience of psychosocial disability, discrimination, homelessness, financial hardship, shame, inequality, and social injustice. I am well-versed in trauma-informed approaches and thrive in roles that demand strong interpersonal skills, empathy, and imaginative problem-solving.

I decided to leave the corporate world to pursue my passion for social justice and contribute to organisations that strive for bold and innovative change.

Key Skills

- Strong communication and interpersonal skills
- Proven ability to interact compassionately and respectfully with people in crisis who are experiencing financial and food insecurity
- Possess local knowledge of the community services sector in Naarm
- Assessing complex needs and providing interventions and referrals
- Creating safe environments for children and young people
- Proficient in record-keeping and navigation of databases such as CISVic
- Flexibility, adaptability and a quick learner
- Proven ability to provide inclusive, non-discriminatory, person-led, strengths-based support to people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation

Education and Training

Diploma of Community Services	Melbourne Polytechnic	2024
Master of Finance	Monash University	2008
Bachelor of Business (Marketing)	Queensland Uni of Technology	2005

Work Experience

Headspace | **Internship - Clinical Practice team** | Apr 2024 - Current

- Working on the International Students Experience Project
- Goal is to create culturally and linguistically appropriate mental health resources
- Planning to collaborate with the Participation team for consultation and co-design, potentially through a focus group

Diamond Valley Community Support | **Community Support Worker** | Nov 2022-2024

- Provided emergency relief, material aid, and advocacy services to individuals in crisis
- Delivered friendly, non-judgmental, empathetic, and compassionate support
- Assessed and evaluated clients' needs and developed appropriate support responses
- Completed over 400 client interviews

Thorne Harbour Health | **COVID19 Food Delivery Volunteer** | May 2020 - Dec 2020

- Delivered food support to socially isolated and immunocompromised LGBTIQ+ clients
- Managed client visits by phoning them in advance to confirm delivery arrangements
- Delivered over 2000 packages to Positive Living Centre clients during the pandemic

Thorne Harbour Health | **Sex On Premise Venue Outreach Volunteer** | Dec 2018 - Dec 2019

- Provided support to clients at sex-on-premise venues for their health and well-being
- Answered questions about sexual health, HIV, mental health, and substance use
- Suggested appropriate internal and external referrals

Thorne Harbour Health | **Re-Wired v2.0 Volunteer Peer Support Facilitator** | Aug 2018 - Jan 2019

- SMART Recovery fortnightly meeting for Re-Wired program graduates
- Utilised lived experience to assist clients with substance use
- Covered topics such as lapses & relapses, sleep, nutrition, HIV, sex, mental health & mindfulness

Royal Bank of Scotland | **Senior Business Analyst** | Jan 2016 - Dec 2019

- Lead analyst on regulatory compliance project.
- Successfully established effective collaborations with stakeholders and external organisations.

Independent TV News | **Business Analyst** | Jan 2014 - Dec 2015

- Lead analyst on a tech project in ITN's Finance dept
- Responsible for creating and managing staff training & project communications
- Supported the project manager in implementing a new accounting software package

National Australia Bank | **Project Analyst** | Dec 2010 - Dec 2013

- Identified and documented requirements for a new centralised process on a significant transformational change program.
- Designed the solution, drafted appropriate documents, and maintained records per NAB's policies and procedures regarding project delivery.

National Australia Bank | **Graduate Program** | Jan 2009 - Nov 2010

- Supported manager in managing a portfolio of 100 small business clients
- Clients in Carlton with around \$2 million in borrowings

Licences & Certifications

Working With Children Check	Victorian State Government	2023
First Aid	St John Ambulance Australia	2023
Mental Health First Aid	Mental Health First Aid Australia	2021
SMART Recovery Facilitator	SMART Recovery Australia	2018
Victorian Driver's Licence	VicRoads	2006
