

Nishant Dougall (they / them)

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Summary

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

I am queer, neuro-diverse, gender diverse, and a person of colour. I have lived experience of psychosocial disability, discrimination, homelessness, financial hardship, shame, and inequality and social injustice. I am trauma-informed and excel in roles requiring strong interpersonal skills, empathy and imaginative problem-solving.

I've moved away from the corporate world to pursue my passion for social justice and contribute to organisations driving bold and imaginative change.

Key Skills

- Strong communication and interpersonal skills, with a 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.

Qualifications and Certifications

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

Work Experience

headspace | Internship - Refugee and Migrant Practice Team | Apr 2024 - current

- Collaborated with 20 international students to conduct focus groups and gather qualitative data on client needs.

- Coded participant responses and conducted a thematic analysis, contributing to a 50-page research findings report to inform culturally sensitive program design.

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

- Assessed 400+ clients with **complex needs** to identify needs and goals, and referred them to appropriate support services.
- Built strong relationships with diverse clients with **complex needs** and provided trauma-informed care.
- Supported vulnerable clients with **complex needs** by providing crisis intervention, advocacy, and access to essential resources, including housing, financial assistance, and mental health support.

Thorne Harbour Health | Aug 2018 - Dec 2021

- **COVID19 Food Delivery Volunteer** (Jun 2020 - Dec 2021): Supported members of the LGBTIQ+ community during the COVID-19 pandemic by delivering over 1000 food packages to socially isolated and immunocompromised individuals.
- **Sex on Premise Venue Outreach Volunteer** (Dec 2018 - Dec 2019): Provided support to over 100 clients at sex-on-premises venues, answering questions about sexual health, HIV, mental health, and substance use, and suggesting appropriate referrals.
- **Re-Wired v2.0 Volunteer Peer Support Facilitator** (Aug 2018 - Jan 2019): Facilitated a peer support group based on harm minimisation SMART Recovery framework, for LGBTIQ+ individuals seeking to change substance use behaviors, utilizing the SMART

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

- Lead analyst on a regulatory compliance project, successfully establishing effective collaborations with stakeholders and external organizations.

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 centralized 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 in Carlton