

# RESUME

## Nishant Dougall

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### Career Profile

I am queer, gender-diverse, a person of colour, neuro-diverse, a Diploma of Community Services with a master's in finance, and I am an abolitionist. I have lived experience of racial marginalisation, discrimination, family violence, social isolation, criminalisation, and the challenging nature of seeking services and support while living in a society rife with racism, misogyny, transphobia, homophobia, and systemic inequality.

I have four years of professional experience in community services, advocacy, and outreach work, supporting individuals in crisis. I am well-versed in harm minimisation and person-led, strengths-based support. I have a proven ability to communicate effectively and respectfully. A strong belief in freedom, equality, and self-determination for all informs my approach.

I left the corporate world to pursue my passion for social justice. I am dedicated to advocating for inclusivity and equality for all individuals. I am passionate about empowering marginalised populations, especially gender-diverse individuals. I am keen to work for organisations that are working towards a system centred on restorative justice and prison abolition.

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### Key Skills

- Lived experience of issues faced by trans and gender diverse individuals at risk of incarceration
- Proven ability to provide nonjudgemental, respectful support to individuals from diverse backgrounds
- Strong communication and active listening skills to effectively engage with clients and provide trauma-informed, culturally sensitive, nonjudgemental support
- Strong knowledge of community services available to LGBTQIA+ community in Naarm
- Experience in crisis intervention, de-escalation techniques and trained in Mental Health First Aid
- Collaborative approach to working with interdisciplinary teams and community organizations
- Flexible, adaptable and ability to work effectively independently and collaboratively.
- Well versed in harm reduction approaches trained in SMART Recovery methodology
- Strong organizational and time management skills to effectively prioritize and manage caseloads

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### 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

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### 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

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#### **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

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#### **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