

Nishant Dougall

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Profile

I have a diploma in community services, a bachelor's degree in business, and a master's degree in finance. My diverse professional background includes four years in customer-facing roles and eight years in project management.

I am a classic Capricorn—hardworking, rational, and an excellent problem-solver. I am trauma-informed and excel in roles requiring strong interpersonal skills and creative problem-solving. I have a proven ability to rapidly build trust and rapport with people from all walks of life.

I am a queer, neurodiverse, gender-diverse person of colour with lived experience of how hard it can be to navigate our mental health service system while living under the clouds of systemic discrimination and mental ill-health. I have also experienced the relief that can come with meaningful employment that aligns with our values.

I have stepped away from the corporate world because I am passionate about social justice and mental health. Everyone in our community deserves to be mentally healthy and engaged in the community.

Key Skills

- Excellent communication skills to effectively interact with young people and their families from diverse backgrounds.
 - Knowledge of mental health issues affecting young people and awareness of resources, services and supports available to them.
 - Deep appreciation and understanding of the value of a strengths-based, person-led approach to client care.
 - I have a proven ability to be flexible and adaptable, work in dynamic and fast-paced work environments, and multitask while maintaining attention to detail.
 - Advanced technology skills and a quick learner of new systems and processes
 - Ability to work independently and to work collaboratively with others
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Experience

Intern - Refugee and Migrant Practice Team

Apr 2024 - Current

Headspace National, Melbourne, VIC

- I am working on the International Students Experience Project, which aims to create a culturally and linguistically appropriate resource for International Students regarding mental health services and support.
- I will work with the Participation team to ensure adequate consultation and co-design, most likely through running a focus Group.

Community Support Worker

Nov 2022 – Mar 2024

Diamond Valley Community Support, Greensborough, VIC

- I provided emergency aid and advocacy services to individuals in crisis.
- I delivered friendly, non-judgmental, empathetic, and compassionate support while prioritising client privacy and dignity.
- I assessed and evaluated clients' needs and developed an appropriate support response and internal and external referral pathways when appropriate.
- I completed over 400 client interviews.

Rainbow Connect COVID19 Food Delivery Volunteer

May 2020 - Dec 2020

Thorne Harbour Health, South Yarra, VIC

- I delivered food support to socially isolated and immunocompromised LGBTIQ+ clients.
- I managed client visits by phoning them in advance to confirm delivery arrangements.
- Our team delivered over 2000 packages to Positive Living Centre clients during the pandemic.

Sex On Premise Venue (SOPV) Outreach Volunteer

Dec 2018 - Dec 2019

Thorne Harbour Health, Melbourne, VIC

- I supported clients at SOPVs, allowing them to ask questions about sexual health, HIV, & other health topics & find connections to relevant health services.

Re-Wired v2.0 Volunteer Peer Support Group Facilitator

Aug 2018 - Jan 2019

Thorne Harbour Health, St Kilda, VIC

- SMART Recovery fortnightly meeting for clients who have completed the Re-Wired eight-week therapeutic program.
- I used my lived experience to help clients learn skills and strategies to change their methamphetamine use.
- Topics covered include lapses & relapses, sleep, nutrition, HIV, sex, mental health & mindfulness.

Senior Business Analyst

Jan 2016 - Mar 2019

Coutts & Co, London, VIC

- Lead Analyst on regulatory compliance project.
- I successfully established effective collaborations with stakeholders and external organisations.

Business Analyst

Jan 2014 - Dec 2015

Independent Television News (ITN), London, VIC

- I was the lead analyst on a tech project in ITN's Finance dept and was responsible for creating and managing staff training & project comms.
- I supported the project manager in successfully implementing a new accounting software package.

Project Analyst

Dec 2010 - Dec 2013

National Australia Bank (NAB), Melbourne, VIC

- I identified and documented requirements for a new centralised process on a significant transformational change program.
- I was responsible for designing the solution, drafting the appropriate documents, and maintaining records as per NAB's policies and procedures regarding project delivery.

Business Banker – Graduate Program

Jan 2009 - Nov 2010

National Australia Bank (NAB), Melbourne, VIC

- I supported my manager in managing a portfolio of 100 small business clients in the Carlton, most of whom had approximately \$2 million in borrowings.

Education

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

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
