

NISHANT DOUGALL (THEY / THEM)

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COMMUNITY SERVICES PROJECT PROFESSIONAL / NB POC / CAPRICORN

SUMMARY

- Queer, gender-diverse, neurodivergent person of colour and abolitionist with qualifications in community services, business (majoring in marketing) and finance.
- 9+ years' experience in project management in banking. 4+ years' experience in community services, demonstrating skills highly transferable to the Family Violence Justice Project Worker role.
- Possess lived experience navigating intersectional discrimination and disadvantage, family of origin violence and neglect, psychosocial disability, AOD issues, homelessness, and the challenges navigating our legal system and social services whilst being at risk of incarceration.
- Demonstrated skills in training delivery, community engagement, and excel in roles requiring collaborative partnerships and creative problem-solving.
- Aspiring to apply skills and experience developed in corporate sector to achieve meaningful, systemic change working for organisations like Flat Out who are championing restorative and social justice.

SKILLS

- **Lived Experience:** of family of origin violence and abuse, intersectional discrimination and disadvantage, understanding of supports available in Naarm, drivers of criminalisation.
- **Professional Skills:** Strong organisational and project management skills, including data analysis, drafting reports and training materials, strong computer literacy, creative problem-solving.
- **Communication and People Skills:** rapport building, respectful communication, strong active listening, and building relationships with people from diverse backgrounds.
- **Personal attributes:** empathic, ability to work autonomously and collaboratively, committed to continuous improvement, professional development and reflective practice, flexible, adaptable.

EXPERIENCE

Multicultural Practice Project Intern / headspace National - Naarm, Australia

03/2024 - 10/2024

- Led International Students Project centred on applying community development principles to ensure community involvement and participation in design of capacity building strategies.
- Participated in research via facilitating 4 x co-design focus groups with thirty-six students from diverse backgrounds to ensure adequate data collection.
- Complete thematic analysis and drafted recommendations report. Output was new culturally appropriate resources for international students to enable community education
- Scheduled for national rollout in Q4 2025 to over 300 headspace sites.

Client Social Worker / Diamond Valley Community Support - Australia

03/2022 - 03/2024

- Provided comprehensive service delivery to individuals in crisis, including emergency relief, material aid, and advocacy, with a focus on person-centred and strengths-based practice.
- Conducted over 400 client interviews to assess needs, develop tailored support plans, and advocacy for individuals facing complex challenges, including those impacted by criminalization.
- Delivered empathetic and compassionate support, utilizing de-escalation techniques to ensure client well-being.

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 Facilitator / 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 safe environment for recovery, addressing relapse prevention and holistic health.
- Guided clients in enhancing mental health and mindfulness, contributing to overall well-being.

Sexual Health and HIV Support Worker / Thorne Harbour Health - Naarm, Australia 12/2018 - 11/2019

- Provided sexual health and HIV support to clients at Sex-on-Premises Venues 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 / Royal Bank of Scotland - London, UK 01/2016 - 09/2018

- Led the RBS Corporate Banking workstream of ethics project about high-net value clients engaging in aggressive tax avoidance strategies.
- Collaborated with Legal and Compliance teams to strengthen Anti-Money Laundering bank processes to ensure preparedness for compliance with new legislation requiring banks to report customers engaging in aggressive tax avoidance.

Business Analyst / Independent Television News (ITN) - London, UK 06/2014 - 12/2015

- Led analysis on a tech project in ITN's Finance department, contributing to process improvement.
- Responsible for creating and managing staff training and project communications, showcasing communication and training skills.

Project Analyst / National Australia Bank - Naarm, Australia 02/2011 - 01/2014

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

Graduate Business Banker / National Australia Bank - Naarm, Australia 01/2009 - 01/2011

EDUCATION

Diploma of Community Services: Human Services
Melbourne Polytechnic

02/2024

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