

NISHANT DOUGALL **THEY / THEM**

Northcote VIC 3070 / nishantdougall@gmail.com / 0412202666

SUMMARY

Friendly, respectful, compassionate community services professional with lived experience (PLHIV / LGBTQIA+) and 4+ years in community services, including 2+ years volunteering with Thorne Harbour Health in SOPV Outreach and Harm Reduction Peer Support Worker roles. Queer, neurodivergent, non-binary, POC living with a disability - deep understanding of intersectionality and impacts on marginalised cohorts. Proven ability to build rapport with diverse individuals and create a safe, inclusive space for clients that is free of judgement and shame. Possess empathy and communication skills to excel as a Peer Test Facilitator.

SKILLS

- **Client Care & Support** : LGBTQIA support, client-centred approach, strengths-based advocacy, trauma-informed care, harm reduction, crisis intervention, referral to relevant services.
- **Interpersonal & Communication** : Active listening, establish rapport, empathy, collaboration, written and verbal communication, delivering sensitive information with compassion, customer service.
- **HIV / STI Knowledge** : Understanding of HIV / STI transmission, prevention, and the impact of a diagnosis. Experience conducting risk assessments and providing health education.
- **Other** : Confidentiality, cultural sensitivity, ethical boundaries, community-based work, peer support, understanding of intersectionality, public health, healthcare.

WORK EXPERIENCE

Multicultural Practice Project Intern / headspace National - Naarm, Australia

03/2024 - 10/2024

- Completed internship on the team responsible for diversity and inclusion and professional development across 150 headspace sites nationally.
- Managed the International Students Experience Project, applying community development principles to complete participation in primary research and co-design of new, culturally appropriate resources to support services.
- Facilitated six focus groups with thirty-six international students representing over fifteen diverse cultural and faith backgrounds, utilizing active listening and culturally sensitive communication techniques to gather information and create a safe and inclusive space for sharing.
- Drafted research report and recommendations to the board, with culturally appropriate resources to improve service delivery, to be rolled out nationally in Q4 2025.
- Contributed to public health research aimed at improving healthcare access for marginalized communities.

Client Support Worker / Diamond Valley Community Support - Australia

03/2022 - 03/2024

- Provided emergency relief and advocacy support and referrals to counselling and health services in Banyule.
- Completed four hundred client interviews to identify needs and tailor support responses.
- Provided support to LGBTQIA clients, addressing their specific needs with cultural sensitivity and applying an intersectional lens to understand and address the challenges faced by clients with multiple marginalized identities.
- Considerable proportion of clients identified as LGBTQIA+, applied intersectional lens and cultural sensitivity to understand and help them deal with challenges faced by clients with multiple marginalized identities.
- Maintained accurate records, scheduled follow-ups for clients, and promoted empowerment and well-being.
- Performed administrative duties, including data entry and maintaining client records.

SMART Recovery Facilitator / Thorne Harbour Health - Naarm, Australia 12/2019 - 11/2020

- Facilitated peer support meetings biweekly regarding AOD issues, using lived experience to help clients learn skills and strategies, using a harm reduction framework.
- Created a safe and supportive environment for clients on their recovery journey, covering topics including lapses and relapses, sleep, nutrition, HIV, sex, mental health, and mindfulness.
- Facilitated groups with individuals from diverse backgrounds, creating a welcoming and inclusive environment for all participants.
- Provided education on harm reduction strategies and safe sexual health practices.

Rainbow Connection Delivery Volunteer / Thorne Harbour Health - Naarm, Australia 03/2020 - 09/2020

- Distributed 2,000 food support packs to isolated, immunocompromised LGBTQIA clients.
- Effectively managed client visits and communications to confirm delivery arrangements, ensuring prompt and efficient delivery of essential support.

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 (SOPVs), creating a non-judgmental safe space for discussions on sensitive subjects.
- Conducted risk assessments, provided education on STIs and harm reduction strategies, and made referrals to relevant services.
- Maintained strict confidentiality and adhered to ethical guidelines.
- Demonstrated sensitivity towards the fears and concerns of individuals about HIV/STI testing.

Project Manager / Royal Bank of Scotland - London, UK 01/2016 - 09/2018

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

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

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

EDUCATION

Diploma of Community Services 02/2024
Melbourne Polytechnic

Bachelor of Business: Marketing
Queensland University of Technology

Master of Finance: Accounting and Finance
Monash University

CERTIFICATES

- CPR, 12/01/24, St John's Ambulance
- Mental Health First Aid, 12/01/22
- SMART Recovery Harm Reduction Peer Facilitator, 12/01/19
- Victorian Drivers Licence
- Working With Children Check

REFERENCES

Emma Harvey - Former Manager – DVCS, 0411396669

Madeleine Herron - Customer Solutions Manager, Amazon Global. 0401284818, Madeleine.herron007@gmail.com

Lynne Murray – Manager – DVCS (03) 9435 8282, lynne.murray@dvsupport.org.au

Mallika Murthy - Multicultural Practice Team, headspace, Mmurthy@headspace.org.au