

# Nishant Dougall

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## Profile

I am a Diploma of Community Services graduate with eight years of experience in the corporate sector, and four years of experience in the community services sector.

I am queer, neuro-diverse, gender diverse, and a person of colour. I have lived experience of psychosocial disability, stigmatization, shame, discrimination, intersectionality. I am trauma-informed and excel in roles requiring strong interpersonal skills, and creative problem-solving.

I have volunteered at Thorne Harbour Health and understand the importance of creating a safe, welcoming, client-centred, strengths-based environment for clients of the Positive Living Centre.

I am a classic Capricorn - hardworking, rational, and constructive. I have stepped away from the corporate world because I am passionate about social justice and eager to work for organizations affecting meaning change.

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## Key Skills

- Demonstrated understanding of community services and the principles of empowerment, inclusivity, and social justice
  - Excellent verbal, interpersonal and written skills
  - Demonstrated sensitivity to the issues facing people living with HIV, men who have sex with men, injecting drug users and other communities at risk, and familiarity with MIPA principles
  - Proven ability to maintain privacy of confidentiality and set appropriate boundaries
  - Empathetic and compassionate approach to client care
  - Ability to work independently or in a team with a goal-oriented approach
  - Knowledgeable about community resources and services for the LGBTIQ+ community
  - Adaptable to changing situations and able to handle a number of concurrent tasks
  - Proficient in computer skills and quick to learn new software.
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## Experience

### Community Support Worker

Nov 2022 - Present

Diamond Valley Community Support, Greensborough, VIC

- I am providing emergency aid and advocacy services to individuals in crisis
- I deliver friendly, non-judgmental, empathetic, and compassionate support while prioritizing client privacy and dignity.
- I assess and evaluate clients' needs and develop an appropriate support response and internal and external referral pathways when appropriate.
- To date, I have conducted over 400 interviews.

### Markets Assistant

May 2023 - Dec 2023

DVCS Markets, Greensborough, VIC

- I assisted the Market Leader to manage 65 market days, 80,000 visitors, and 6500 stall bookings
- I oversaw stallholder setup, requiring me to manage several concurrent tasks under pressure
- Answered queries from stallholders and respond to incidents and potential incidents

### Rainbow Connect COVID19 Food Delivery

May 2020 - Dec 2020

Thorne Harbour Health, South Yarra, VIC

- I delivered food support to socially isolated and immunocompromised LGBTIQ+ clients
- I effectively managed client visits, 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 Worker**

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 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 &amp; Co, London, VIC

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

**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 to successfully implement 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 record keeping 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 looking after a portfolio of 100 small business clients in the Carlton, most with approximately \$ 2 million in borrowings.

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**Education**

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

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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

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