

NISHANT DOUGALL (THEY / THEM)

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SUMMARY

Queer, neurodivergent, gender-diverse POC with lived experience (PLHIV/LGBTQIA+) and 4+ years in community services. Proven ability to support clients with complex needs, including 400+ needs assessments. Strong organisational and interpersonal skills honed over 9+ years in the banking sector. Looking to contribute to organisations like Thorne Harbour Health, working to dismantle systemic injustices and make a tangible impact on marginalised and vulnerable people.

SKILLS

- **Client care and psychosocial support:** client-centred, strengths-based advocacy, intersectionality, applying community development principles to service delivery, harm reduction, and trauma-informed care.
- **Interpersonal and communication skills:** active listening, rapport building, empathy, conflict resolution, and written and verbal communication, and collaboration.
- **Organisational and administrative skills:** problem-solving, conflict resolution, time management, client record management, and priority setting
- **Technical skills:** case management, project management, computer skills, data collection, data entry, maintaining client privacy and confidentiality

EXPERIENCE

Multicultural Practice Project Intern / headspace National - Naarm, VIC 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.
- Facilitated six focus groups with thirty-six international students from diverse cultural and faith backgrounds.
- Drafted a research report and recommendations to the board, with culturally appropriate resources to improve service delivery, to be rolled out nationally in Q4 2025.

Client Support Worker / Diamond Valley Community Support (DVCS), VIC 03/2022 - 03/2024

- Provided psychosocial support and material aid to people in crisis, integrating social justice principles into a person-centred, strengths-based, person-led approach.
- Facilitated over four hundred client interviews to identify needs and tailor support responses.
- Used strong organisational skills to maintain accurate records, schedule follow-ups for clients, promote empowerment, and well-being.

SMART Recovery Facilitator / Thorne Harbour Health – Naarm, VIC 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.

Rainbow Connection Delivery Volunteer / Thorne Harbour Health - Naarm, VIC	03/2020 - 09/2020
<ul style="list-style-type: none"> • 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. 	
Sex-on-premises Venue SOPV Outreach / Thorne Harbour Health - Naarm, VIC	12/2018 - 11/2019
<ul style="list-style-type: none"> • Provided sexual health and HIV support to clients at Sex-on-Premises Venues (SOPVs). • Created a non-judgmental safe space, effectively managing discussions on sensitive subjects such as substance use and sexual practices. 	
Project Manager / Royal Bank of Scotland - London	01/2016 - 09/2018
Business Analyst / Independent Television News (ITN) - London	06/2014 - 12/2015
Project Analyst / National Australia Bank - Naarm	02/2011 - 01/2014
Graduate Business Banker / National Australia Bank - Naarm	01/2009 - 01/2011

EDUCATION

Diploma of: Community Services Melbourne Polytechnic - Naarm	02/2024
Master of Finance: Accounting and Finance Monash University - Naarm	
Bachelor of Business: Marketing Queensland University of Technology – Meanjin	

CERTIFICATIONS

- **AOD Skills**, Odyssey House Institute, (in progress)
- **Providing First Aid (CPR)**, St John's Ambulance, 12/2024
- **Mental Health First Aid**, 12/2022
- **SMART Recovery Harm Reduction Peer Facilitator**, 12/2019
- **Victorian Drivers Licence**
- **Working With Childrens' Check**

REFERENCES

- **Malika Murthy**, Multicultural Practice Team – headspace National, Mmurthy@headspace.org.au
- **Emma Harvey**, Manager – Community Support, DVCS, 0411396669, Emma.harvey@dvsupport.org.au
- **Lynne Murray**, Manager – Community Support, DVCS, 039435 8282, lynne.murray@dvsupport.org.au
- **Madeleine Herron**, Senior Customer Solutions Manager, Amazon Global Public Sector, 0401284818, Madeleine.herron007@gmail.com