

RESUME

Nishant Dougall

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Profile

A community services professional with a background in finance and business, I offer a unique blend of skills and perspectives. My experience working directly with vulnerable populations has instilled in me the ability to communicate respectfully and effectively with people from diverse backgrounds, conduct client-centered assessments, and develop comprehensive support plans. I am compassionate, approachable, and adept at building rapport with a wide variety of people. My strengths lie in my ability to provide person-led, strengths-based support and my creative problem-solving skills. I am passionate about social justice and eager to contribute to the ASRC's mission of empowering people seeking asylum.

Key Skills

- Interpersonal skills
- Trauma-informed
- Experience working with people from diverse cultural and faith backgrounds
- Excellent written and verbal communication
- Teamwork and collaboration
- Creative problem-solving
- Time management and prioritization
- Administrative and organizational skills
- Proficient in Microsoft Office Suite and client management databases

Work Experience

headspace | Internship - Refugee and Migrant Practice Team | Apr 2024 - current

- Conducted four focus groups with former international students and young people from diverse cultural backgrounds to understand their needs and preferences for resources and support.
- Coded participant responses and completed a detailed thematic analysis to draft a research findings report. Findings will inform the design and content of new culturally sensitive and culturally appropriate resources to be delivered nationally in 2025.

Diamond Valley Community Support | Community Support Worker | Nov 2022-2024

- Provided friendly, non-judgmental, empathetic, and compassionate support to individuals in crisis in the form of emergency relief, material aid, and advocacy services.
- Conducted over 400 client interviews to assess needs, develop appropriate support responses, and evaluate program effectiveness.

Thorne Harbour Health | Aug 2018 - Dec 2021

- **COVID19 Food Delivery Volunteer** (Jun 2020 - Dec 2021): Delivered over 2000 food packages to socially isolated and immunocompromised LGBTIQ+ clients during the pandemic.
- **Sex on Premise Venue Outreach Volunteer** (Dec 2018 - Dec 2019): Provided support to clients at sex-on-premises venues, answering questions about sexual health, HIV, mental health, and substance use, and suggesting appropriate referrals.
- **Re-Wired v2.0 Peer Support Facilitator** (Aug 2018 - Jan 2019): Facilitated fortnightly SMART Recovery meetings, utilizing lived experience to assist clients with substance use and covering topics such as harm reduction, lapses & relapses, sleep, nutrition, HIV, sex, mental health & mindfulness.

Royal Bank of Scotland | Senior Business Analyst | Jan 2016 - Dec 2019

- Lead analyst on a regulatory compliance project, successfully establishing effective collaborations with stakeholders and external organizations.

Independent TV News | Business Analyst | Jan 2014 - Dec 2015

- Lead analyst on a tech project in ITN's Finance dept, responsible for creating and managing staff training & project communications.
- Supported the project manager in implementing a new accounting software package.

National Australia Bank | Project Analyst | Dec 2010 - Dec 2013

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

National Australia Bank | Graduate Program | Jan 2009 - Nov 2010

- Supported manager in managing a portfolio of 100 small business clients in Carlton with around \$2 million in borrowings.

Qualifications and Certifications

- Diploma of Community Services | Melbourne Polytechnic | 2024
- Master of Finance | Monash University | 2008
- Bachelor of Business (Marketing) | Queensland Uni of Technology | 2005
- 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