

NISHANT DOUGALL (THEY / THEM)

COMMUNITY SERVICES PROFESSIONAL / EMPATHIC / TRAUMA INFORMED

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SUMMARY

- Leveraging 4+ years of experience in community services (human services, social work), 9+ years of experience in finance, and offering significant lived experience of intersectional discrimination and disadvantage.
- Specializing in providing client-centred, client-led, strengths-based psychosocial support to vulnerable and disenfranchised individuals in crisis.
- Conducted over four hundred client interviews using assessment tools and case management software such as CISVIC to offer innovative solutions when problem-solving with clients and maintaining detailed records.
- Classic Capricorn committed to continuous improvement in service delivery via professional development and reflective practice.
- Looking to contribute to Launch Housing's mission and driven by a desire to be a part of the solution and to witness the end of the housing crisis and homelessness within my lifetime.

SKILLS

- **Client-centred, strengths-based practice:** Crisis intervention, client assessment, accommodation referrals, providing financial and material aid.
- **Engagement and cultural sensitivity:** rapport building, respectful communication, strong active listening, and building relationships with people from multicultural and multi-faith backgrounds.
- **Housing and Homelessness Policy:** Working knowledge of Opening Doors context and systems of housing and homelessness policy.
- **Administrative Skills:** Scheduling, record keeping, data entry, calendar management, proficient in PC-based office applications and experience with case management software such as CISVIC.
- **Personal attributes:** flexible, adaptable to evolving needs, strong creative problem solving, resilience, empathic and respectful, dedicated to continuous improvement

EXPERIENCE

Multicultural Practice Project Intern / headspace National - Naarm, Australia

03/2024 - 10/2024

- Led focus groups with thirty-six students, gathering insights to refine mental health service delivery and documenting analysis and recommendations.
- Developed national service delivery improvements, set for rollout in Q4 2025.
- Managed scheduling and administrative tasks for the Multicultural Practice Team, ensuring smooth operations.

Client Support Worker / Diamond Valley Community Support - Naarm, Australia

03/2022 - 03/2024

- Provided psychosocial support, emergency relief, and crisis intervention, integrating social justice principles and continuous quality improvement via strengths-based, person-led practice.
- Conducted over four hundred client assessments to identify needs and tailor support, ensuring that each client received individualized assistance and resources.
- Maintained accurate records, scheduled follow-ups, and promoted client empowerment and well-being through effective case management and advocacy.

COVID19 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 Worker / Thorne Harbour Health - Naarm, Australia	12/2019 - 11/2020
<ul style="list-style-type: none"> • Led biweekly peer support meetings on AOD issues, fostering skill development and harm reduction. • Cultivated a secure environment for recovery, addressing relapse prevention and holistic health. • Guided clients in enhancing mental health and mindfulness, contributing to overall well-being. 	
Sexual Health Outreach Support Worker / Thorne Harbour Health - Naarm, Australia	12/2018 - 11/2019
<ul style="list-style-type: none"> • Provided sexual health and HIV support to clients at Sex-on-Premises Venues (SOPVS), 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 - Regulatory Compliance / Coutts & Co - Covent Garden, London	02/2018 - 09/2018
<ul style="list-style-type: none"> • Ensured timely completion of multiple projects concurrently within Royal Bank of Scotland's private banking division, with high-net worth clients with liquifiable assets over £5M. • Demonstrated effective time management, ensuring bank complied with new regulatory requirements introduced by government to increase consumer protections and rights. 	
Project Manager - Policy Development / Royal Bank of Scotland (RBS) - Bishopsgate, London	01/2016 - 09/2018
<ul style="list-style-type: none"> • Led the RBS Corporate Banking workstream of ethics project centred regarding high-net value clients engaging in aggressive tax avoidance strategies. • Collaborated with Legal and Compliance teams to streamline bank processes and strengthen tax avoidance identification protocols across divisions. 	
Project Analyst / National Australia Bank (NAB) - Naarm, Australia	02/2009 - 01/2014
Graduate Business Banker / National Australia Bank - Naarm, Victoria	01/2009 - 12/2010

EDUCATION

Diploma of Community 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
- First Aid (CPR), St John's Ambulance