

NISHANT DOUGALL

March 02, 2025

Dear Silvana,

I am writing to express my sincere interest in the **IAP Worker** job opportunity at Launch Housing (PDHSI082) in Cheltenham..

While I am new to the housing sector, I am a fervent advocate for social justice with a proven history in client support and case management. I am confident I could excel in this position. My lived experience of housing insecurity and homelessness allows me to build rapport and deeply empathise with individuals in crisis. Combined with my community services experience, I believe I would be a valuable addition to the IAP Program.

Here's why I believe I am a strong candidate:

- Deep understanding of community needs and lived experience: I have a unique perspective on the challenges faced by marginalized individuals, having experienced intersectional discrimination and disadvantage firsthand. This allows me to connect with clients on a deeper level and provide culturally sensitive support.
- Proven record of successful case management and strong people skills: In my previous role at Diamond Valley Community Support, I conducted over four hundred client interviews, demonstrating my ability to build rapport, actively listen, and provide meaningful psychosocial care plans.
- Commitment to strengths-based practice and client-centred care: my approach to support is grounded in cultural humility, respectful communication and fostering clients' self-determination.
- Significant professional and organizational skills: My 9+ years in banking and finance have developed a diverse skillset, including project delivery, stakeholder engagement, and problem-solving. My experience in demanding environments has honed my ability to manage competing demands and meet deadlines effectively.
- Understanding of Homelessness Policy: My knowledge of housing policy, including the Opening Doors framework, gained through my experience and Diploma of Community Services, aligns with Launch Housing's focus on addressing homelessness. This background will enable me to effectively contribute to the organization's policy development and advocacy efforts.

I am certain that my skills and experience are a strong match for the key selection criteria outlined in the position description. I am eager to learn more about this exciting opportunity and discuss how my passion for social justice and my commitment to client-centred care can benefit Launch Housing's mission.

Thank you for considering my application. I look forward to the possibility of an interview to further demonstrate my potential to contribute to your organization.

Sincerely,

Nishant Dougall (They/Them)

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