

NISHANT DOUGALL (THEY / THEM)

COMMUNITY SERVICES PROJECT PROFESSIONAL | NB POC | CAPRICORN

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SUMMARY

- Queer, gender-diverse, neurodivergent person of colour and abolitionist with qualifications in Human Services, Business (Marketing) and Finance.
- 9+ years' experience in project delivery. 4+ years' experience in community services, demonstrating skills highly transferable to the Family Violence Justice Project Worker role.
- Possess lived experience navigating intersectional discrimination, family violence and neglect, and the legal system and social services.
- Demonstrated skills in training delivery, community engagement, and excel in roles requiring collaborative partnerships and creative problem-solving.
- Aspiring to apply skills and experience to achieve meaningful, systemic change, championing restorative justice as a path forward to address social injustices.

SKILLS

- **Lived Experience:** of family of origin violence and abuse, intersectional discrimination and disadvantage, understanding of supports available in Naarm, drivers of criminalisation.
- **Communication and People Skills:** rapport building, respectful communication, strong active listening, and building relationships with people from diverse backgrounds.
- **Professional Skills:** Strong organisational and project management skills, including data analysis, drafting reports and training materials, strong computer literacy, creative problem-solving and developing effective solutions to complex problems.
- **Personal attributes:** empathic, ability to work autonomously and collaboratively, committed to continuous improvement, professional development and reflective practice, flexible, adaptable.

EXPERIENCE

Multicultural Practice Project Intern / headspace National - Naarm, Australia

03/2024 - 10/2024

- Led International Students Project centre on community involvement and capacity building, participating in research process by leading co-design focus groups with thirty-six students from diverse backgrounds to ensure adequate data collection.
- Output of consultation, collaboration and co-design was culturally appropriate resources enhancing community education via creation of culturally sensitive mental health resources.
- Developed web content based on headspace ethos and methodology, considered best practice
- Developed national service delivery improvements, set for rollout in Q4 2025.

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

03/2022 - 03/2024

- Provided comprehensive service delivery to individuals in crisis, including emergency relief, material aid, and advocacy, with a focus on person-centred and strengths-based practice.
- Conducted over 400 client interviews to assess needs, develop tailored support plans, and advocacy for individuals facing complex challenges, including those impacted by criminalization.
- Delivered empathetic and compassionate support, utilizing de-escalation techniques to ensure client well-being.

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*

- Led biweekly peer support meetings using harm reduction framework, coaching clients on AOD issues.
- Cultivated a safe 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*

- Provided sexual health and HIV support to clients at Sex-on-Premises Venues 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*

- 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.
- Leveraged effective communication skills to present findings of the project to diverse audiences, 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*

- 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.

Business Analyst – Independent Television News (ITN), London*02/2018 - 09/2018*

- Led analysis on a tech project in ITN's Finance department, contributing to process improvement.
- Responsible for creating and managing staff training and project communications, showcasing communication and training skills.

Project Analyst / National Australia Bank (NAB) - Naarm, Australia*02/2009 - 01/2014*

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

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