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**Nishant Dougall**

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## Key Selection Criteria Responses - Client Care and Support Worker - Positive Living Centre

I am writing to express my interest in the ***Client Care and Support Worker position at the Positive Living Centre - Thorne Harbour***. Below are statements demonstrating how I meet the key selection criteria for the role.

### **1) Qualifications**

I am a Diploma of Community Services graduate with four years of experience in the community services sector.

### **2) Demonstrated sensitivity to the issues and needs of people living with HIV, gay men, and other at-risk communities, including the social and cultural impacts of HIV. Experience working within an LGBTIQ+Q-affirmative and stigma-free framework to support individuals and communities.**

I have demonstrated sensitivity to the issues and needs of people living with HIV, gay men, and other at-risk communities. I understand the social and cultural impacts of HIV. I have lived experience of discrimination as a queer, neuro-diverse, gender-diverse person of colour, and I understand the ways that stigma and discrimination contribute to health and social issues. My experience volunteering at Thorne Harbour Health, particularly in the Outreach Program, has provided me with direct experience working with these communities. I attended sex-on-premises venues to provide information on harm reduction, most commonly relating to exposure to HIV during sex and via substance use practices. This role involved communicating with people who use drugs regularly, developing rapport and trust in a high-pressure setting, and balancing being visible with being discreet. This experience expanded my knowledge and understanding of harm reduction and my ability to communicate information effectively. I am committed to working within an LGBTQIA+ affirmative and stigma-free framework to support individuals and communities.

### **3) Demonstrated ability to conduct client intake and assessments, develop care plans and provide tailored support. Strong skills in designing and implementing psychosocial programs and services to address complex client needs.**

I have demonstrated my ability to conduct client intake and assessments, develop care plans, and provide tailored support to clients with complex needs. My studies have taught me how to work with vulnerable and disadvantaged clients with complex needs. Units such as 'Assess Co-existing Needs' and 'Analyse Impacts of Sociological Factors on Clients in Community Work & Services' taught me about frameworks such as Intersectionality and Oppression and how these can help us see how layered and varied client needs can be. An example that reflects the nature of

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what we learned was our "Sims" assessment, wherein Melbourne Polytechnic paid actors to play the role of the client, and we were assessed on how we applied what we'd learned to a client scenario. In my role play, the fictional client Kim was living in public housing, and this was at risk because of noise complaints arising from the family violence that the client was experiencing. She was struggling with her mental and physical health, and the income support she was receiving wasn't enough to feed her kids. The assessment required me to work with the client to prioritise needs, develop three relevant referrals, and give Kim access to information and resources to make an informed decision about the next steps, enabling self-determination and empowering her to move forward. The assessment also required us to submit case notes and a case plan.

**4) Proven ability to build and maintain professional relationships with external agencies, stakeholders, and colleagues to enhance service delivery. Demonstrated capacity to contribute to sector development through partnerships, training, and active participation in forums and conferences.**

Building and maintaining strong professional relationships is crucial to effective service delivery. At Diamond Valley Community Support (DVCS), I regularly collaborated with external agencies like Drummond Street Services and Thorne Harbour Health to provide comprehensive support to clients, particularly those in the LGBTQIA+ community. Recognizing that mainstream services sometimes fell short of meeting their specific needs, I proactively sought out specialized programs and resources. For example, when a client experiencing intimate partner violence and homelessness struggled to access appropriate housing, I leveraged my knowledge of LGBTQIA+ specific services, including my volunteer experience with Thorne Harbour Health, to connect him with Queerspace. This demonstrates my ability to build and utilize professional networks to ensure clients receive the most appropriate care. It also highlights my understanding of the service sector landscape and my commitment to bridging gaps in service provision.

Beyond individual client support, I actively contribute to sector development by staying informed about best practices and emerging trends. I am currently undertaking an AOD skill set short course at Odyssey House to enhance my expertise in addiction and harm reduction. I also regularly participate in webinars and training offered by organizations such as Turning Point, Hamilton Centre, headspace, and VAADA. This ongoing professional development ensures that I can provide the most effective and up-to-date support to clients and contribute to the broader sector's knowledge base.

**5) Well-developed computer skills, including ability to learn new software packages as required and to use computer-based systems.**

I have well-developed computer skills, including the ability to learn new software packages as required and to use computer-based systems daily. Computer literacy and proficiency in the MS Office suite were at the core of my seven years of project management work. I had to create, edit and review hundreds of planning documents, PowerPoint presentations and spreadsheets. In my last role at Coutts & Co., I regularly ran and participated in group meetings with stakeholders, including preparing meeting agendas, documenting decisions and actions in meeting minutes,

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making and presenting PowerPoint slides, and completing all project documentation required by the organisation's processes.

**6) Demonstrated organisational skills including managing multiple tasks, prioritising workloads, and to perform well under pressure.**

I have demonstrated organizational skills and an ability to handle several concurrent tasks, to prioritize, and to perform well under pressure. Task and time management are critical to any role in project delivery and were particularly important in my role at Independent Television News (ITN). I was the lead analyst on a project centred on significantly upgrading the Finance team's accounting software. A large part of my role was developing a project plan which quantified the effort and time required to complete the necessary tasks to deliver the project so that we could set realistic and achievable timelines for rollout to the business. I had to liaise with our tech suppliers and a variety of internal stakeholders and create a spreadsheet containing all the required actions, who was responsible for each task, and when they were due to be completed. The planning document I drafted enabled the project manager to identify and plug resource gaps, get approval to proceed with the project, and, once in flight, track our progress and provide meaningful status updates to and on our stakeholders.

**7) Excellent verbal, written, and interpersonal communication skills. Ability to work independently and collaboratively in a team environment. And work with a goal-oriented approach.**

I have excellent written and verbal communication skills. My experience leading change management initiatives at Coutts & Co, where I facilitated meetings with diverse stakeholders, exemplifies these skills. Through clear agendas, comprehensive decision documentation, and concise presentations, I ensured alignment and achieved timely policy updates approved by sponsors. This demonstrates my ability to adapt communication styles to suit various audiences and successfully achieve common goals. I have a proven ability to work both collaboratively and independently. During my time supporting NAB's Bank of the Future Program, I balanced independent on-site work with positive team collaboration. We worked together to address technical issues and maintain project visibility, which reinforced my ability to succeed in a team environment and to achieve shared goals. I am a highly self-motivated and results-oriented individual with a strong independent work ethic. My time working on NAB's pilot program in Tasmania required me to manage my time effectively, prioritize tasks and be resourceful to ensure deadlines were met and the program was successfully implemented. I am also proactive in my approach to problem-solving; while working at NAB, I developed a task-tracking system to manage my workload and ensure objectives were achieved. I am comfortable working autonomously and excel even with minimal supervision. I am confident that my strong communication skills, ability to work effectively within a team, independent work ethic, and goal-oriented approach will make me an asset to Thorne Harbour Health.

Thank you for considering my application.