RESUME

Nishant Dougall

**M: 0412 202 666 | E: nishantdougall**[**@gmail.com**](mailto:youremail@gmail.com)

# Career Profile

As a queer, gender-diverse, and neuro-diverse person of colour, I possess a unique perspective and profound understanding of the challenges faced by young gender-diverse individuals seeking services and support. With a Diploma in Community Services, a Master's in Finance, and a Bachelor's in Business, my educational background has equipped me with a comprehensive skill set.

I have been dedicated to community services, advocacy, and outreach for the past four years. Through my work supporting individuals in crisis and my experience in peer support group work, I've developed expertise in harm minimisation and person-led, strengths-based support. I value freedom, equality, and self-determination for all and strive to be a respectful and effective communicator.

As a Capricorn, I am known for my hard work and dedication. My passion for inclusivity and equality led me to leave the corporate world to focus on social justice. I am eager to contribute my experience and commitment to an organisation that creates transformative change for transgender and gender-diverse young people.



# Key Skills

* Excellent interpersonal skills, including working with diverse individuals across various platforms.
* Strong computer skills, proficient in Microsoft Office Suite and online platforms.
* Experience and knowledge of peer work principles in a youth health setting.
* Effective problem-solving and creative collaboration skills.
* Ability to work independently and collaboratively in a team environment.
* Excellent time management and organisational skills.
* Experience working in health or community sectors with clients with complex needs.
* Experience providing navigation support, referrals, and administrative tasks.
* Knowledge of frameworks for early intervention, destigmatisation, diversity, inclusion, and non-discrimination.
* Knowledge of some of the mental health and social issues faced by TGD&NB youth.
* Capacity to conduct presentations and programs for diverse audiences.



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

# Work Experience

# Headspace | Internship – Refugee and Migrant Practice Team | Apr 2024 - Current

* Working on the International Students Experience Project
* The goal is to create culturally and linguistically appropriate mental health resources
* Planning to collaborate with the Participation team for consultation and co-design

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

* Provided emergency relief, material aid, and advocacy services to individuals in crisis
* Delivered friendly, non-judgmental, empathetic, and compassionate support
* Assessed and evaluated clients' needs and developed appropriate support responses
* Completed over 400 client interviews

**Thorne Harbour Health |** COVID19 Food Delivery Volunteer **| May 2020 - Dec 2020**

* Delivered food support to socially isolated and immunocompromised LGBTIQ+ clients
* Managed client visits by phoning them in advance to confirm delivery arrangements
* Delivered over 2000 packages to Positive Living Centre clients during the pandemic

**Thorne Harbour Health |** Sex on Premise Venue Outreach Volunteer **| Dec 2018 - Dec 2019**

* Provided support to clients at sex-on-premises venues for their health and well-being
* Answered questions about sexual health, HIV, mental health, and substance use
* Suggested appropriate internal and external referrals

**Thorne Harbour Health | Re-Wired v2.0 Volunteer Peer Support Facilitator | Aug 2018 - Jan 2019**

* SMART Recovery fortnightly meeting for Re-
* Wired program graduates
* Utilised lived experience to assist clients with substance use
* Covered topics such as lapses & relapses, sleep, nutrition, HIV, sex, mental health & mindfulness

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

* Lead analyst on regulatory compliance project.
* Successfully established effective collaborations with stakeholders and external organisations.

**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 centralised 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
* Clients in Carlton with around $2 million in borrowings

| Licences & Certifications |  |  |
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| 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 |
| SMART Recovery Facilitator | SMART Recovery Australia | | 2018 |
| Victorian Driver’s Licence | VicRoads | | 2006 |

