Nishant Dougall (they/them)

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**Summary**

Support Worker | Capricorn | Trauma-informed

Queer, neurodivergent, gender-diverse POC with lived experience (PLHIV/LGBTQIA+) and 4+ years in community services, including 2+ years volunteering with Thorne Harbour Health in SOPV Outreach and Harm Reduction Peer Support Worker roles. Deeply appreciative of intersectionality and the impacts on marginalised cohorts. Proven ability to build rapport with diverse individuals and create a safe, inclusive space for clients that is free of judgement and shame. Looking to contribute to organisations like Thorne Harbour Health, working to dismantle systemic injustices and make a tangible impact on marginalised people in our community. Possess the empathy and communication skills to excel as a Peer Test Facilitator.

**Skills**

* **Client Care & Support:** LGBTQIA+ support, client-centred approach, strengths-based advocacy, trauma-informed care, harm reduction, crisis intervention, referral to relevant services.
* **Interpersonal & Communication:** Active listening, rapport building, empathy, conflict resolution, written and verbal communication, delivering sensitive information with compassion, customer service.
* **HIV/STI Knowledge:** Understanding of HIV/STI transmission, prevention, and the impact of a diagnosis. Experience conducting risk assessments and providing health education.
* **Technical:** Medical software, data collection, client record management, IT proficiency.
* **Other:** Confidentiality, cultural sensitivity, ethical boundaries, community-based work, peer support, understanding of intersectionality, public health, healthcare.

**Experience**

**Multicultural Practice Project Intern / headspace National - Naarm, VIC** 03/2024 - 10/2024

* Completed internship on the team responsible for diversity and inclusion and professional development across 150+ headspace sites nationally.
* Managed the International Students Experience Project, applying community development principles to complete participation in primary research and co-design of new, culturally appropriate resources.
* Facilitated six focus groups with thirty-six international students representing over 15 different cultural and faith backgrounds, utilizing active listening and culturally sensitive communication techniques to gather information and create a safe and inclusive space for sharing.
* Drafted a research report and recommendations to the board, with culturally appropriate resources to improve service delivery, to be rolled out nationally in Q4 2025.
* Contributed to public health research aimed at improving healthcare access for marginalized communities.

**Client Support Worker / Diamond Valley Community Support (DVCS), VIC** 03/2022 - 03/2024

* Provided psychosocial support and material aid to people in crisis, integrating social justice principles into a person-centred, strengths-based, person-led approach.
* Facilitated over four hundred client interviews to identify needs and tailor support responses.
* Maintained accurate records, scheduled follow-ups for clients, and promoted empowerment and well-being.
* Performed administrative duties, including data entry and maintaining client records.
* **[If applicable] Provided support to LGBTQIA+ clients, addressing their specific needs with cultural sensitivity and applying an intersectional lens to understand and address the challenges faced by clients with multiple marginalized identities.**
* **[If applicable] Received clinical supervision and participated in professional development activities to enhance skills in client care and support.**

**SMART Recovery Facilitator / Thorne Harbour Health – Naarm, VIC** 12/2019 - 11/2020

* Facilitated peer support meetings biweekly regarding AOD issues, using lived experience to help clients learn skills and strategies, using a harm reduction framework.
* Created a safe and supportive environment for clients on their recovery journey, covering topics including lapses and relapses, sleep, nutrition, HIV, sex, mental health, and mindfulness.
* **[If applicable] Facilitated groups with individuals from diverse backgrounds, creating a welcoming and inclusive environment for all participants. Provided education on harm reduction strategies and safe sexual health practices.**

**Rainbow Connection Delivery Volunteer / Thorne Harbour Health - Naarm, VIC** 03/2020 - 09/2020

* Distributed 2,000 food support packs to isolated, immunocompromised LGBTQIA+ clients.
* Effectively managed client visits and communications to confirm delivery arrangements, ensuring prompt and efficient delivery of essential support.

**Sex-on-premises Venue SOPV Outreach / Thorne Harbour Health - Naarm, VIC** 12/2018 - 11/2019

* Provided sexual health and HIV support to clients at Sex-on-Premises Venues (SOPVs), creating a non-judgmental safe space for discussions on sensitive subjects.
* Conducted risk assessments, provided education on STIs and harm reduction strategies, and made referrals to relevant services.
* Maintained strict confidentiality and adhered to ethical guidelines.
* Demonstrated sensitivity towards the fears and concerns of individuals regarding HIV/STI testing.
* **[If applicable] Utilized universal precautions and participated in community events to promote sexual health awareness.**
* **[If applicable] Collected samples for STI testing, adhering to proper procedures and protocols.**

**Education**

Diploma of Community Services 02/2024

Melbourne Polytechnic - Naarm

Master of Finance: Accounting and Finance

Monash University - Naarm

Bachelor of Business: Marketing

Queensland University of Technology – Meanjin

**Certifications**

* AOD Skills, Odyssey House Institute, (in progress)
* Providing First Aid (CPR), St John's Ambulance, 12/2024
* Mental Health First Aid, 12/2022
* SMART Recovery Harm Reduction Peer Facilitator, 12/2019
* Victorian Drivers Licence
* Working With Children Check

**References**

**Mallika Murthy**

Multicultural Practice Team – headspace National

[**Mmurthy@.org.au**](mailto:Mmurthy@headspace.org.au)

**Emma Harvey**

Former Manager – Community Support

Diamond Valley Community Support

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**Lynne Murray**

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