**Resume**

**Nishant Dougall**

**Support Worker | Empath | Trauma-informed | Capricorn**

0412 202 666 | [nishantdougall@gmail.com](mailto:nishantdougall@gmail.com)

**Summary**

Queer, neurodivergent, gender-diverse person of color with 4+ years of experience in community services, specializing in client care, working with people with complex needs, and conducting initial assessments. Proven ability to support clients with complex needs – have completed 400+ needs assessments with marginalized and disenfranchised individuals, including people experiencing housing insecurity and/or homelessness. Strong organizational and interpersonal skills honed over 9+ years in the banking sector. Seeking to work for organizations that are creating meaningful change and supporting marginalized and vulnerable cohorts, specifically those making progress towards ending the housing crisis.

**Skills**

* **Client-centred Services:** Crisis intervention, assessment, prioritization, accommodation assistance, financial assistance.
* **Engagement and Advocacy: Rapport** building, client engagement, advocacy for client needs.
* **Assessment and Case Management:** Assessment tools, caseload management, support plan development.
* **Collaboration and Communication:** Teamwork, inter-agency collaboration, verbal and written communication, report writing.
* **Cultural Sensitivity: Working** with diverse populations, building relationships with people from various backgrounds.
* **Organization and Technical Proficiency:** Time management, task prioritization, PC-based office applications, internet proficiency, client record management systems.

**Experience**

* **Multicultural Practice Project Intern**
* headspace National - Naarm, VIC (03/2024 - 10/2024)
* Co-designed culturally appropriate mental health resources for international students, ensuring inclusivity and accessibility for diverse student populations.
* Facilitated six focus groups with thirty-six international students, gathering insights and feedback on mental health resources to inform service delivery improvements.
* Drafted a research report with recommendations for culturally appropriate resource implementation, addressing the unique mental health needs of international students, to be rolled out nationally in Q4 2025.
* **Client Support Worker**
* Diamond Valley Community Support (DVCS), VIC (03/2022 - 03/2024)
* Provided client-centered services and crisis intervention, integrating social justice principles into practice to address the complex needs of individuals in crisis.
* Conducted over four hundred client assessments to identify needs and tailor support, ensuring that each client received individualized assistance and resources.
* Maintained accurate records, scheduled follow-ups, and promoted client empowerment and well-being through effective case management and advocacy.
* **SMART Recovery Facilitator**
* Thorne Harbour Health - Naarm, VIC (12/2019 - 11/2020)
* Facilitated biweekly peer support meetings on AOD issues, using lived experience and a harm reduction framework to guide clients in developing coping skills and strategies.
* Created a safe environment for clients on their recovery journey, covering topics including relapse prevention, sleep, nutrition, HIV, sex, mental health, and mindfulness to promote holistic well-being.
* **Delivery Volunteer**
* Thorne Harbour Health - Naarm, VIC (03/2020 - 09/2020)
* Distributed 2,000 food support packs to isolated, immunocompromised LGBTQIA+ clients, addressing food insecurity and providing essential support during a period of isolation.
* Managed client visits and communications, ensuring prompt delivery of essential support to meet the urgent needs of vulnerable clients.
* **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), 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 | Royal Bank of Scotland - London | 01/2016 - 09/2018**

**Business Analyst | Independent Television News (ITN) - London | 06/2014 - 12/2015**

**Project Analyst | National Australia Bank - Naarm | 02/2011 - 01/2014**

**Graduate Business Banker | National Australia Bank - Naarm | 01/2009 - 01/2011**

**Education**

* **Diploma of Community Services | 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's Check, 02/2024