NISHANT DOUGALL

Support Worker

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Northcote, Victoria, 3070, Australia

Queer, neurodivergent, gender-diverse POC with lived experience (PLHIV/LGBTQIA+) and 4+ years in community services. Proven ability to support clients with complex needs, including 400+ needs assessments. Strong organizational and interpersonal skills honed over 9+ years in banking sector. Seeking to contribute to organisations like Thorne Harbour Health, working to dismantle systemic injustices and make tangible improvements for marginalised people.

## Work Experience

**Multicultural Practice Project Worker** Mar 2024 - Oct 2024

*headspace National - Naarm*

Completed internship on the team responsible for diversity and inclusion and professional development across150 headspace sites nationally

* Managed the International Students Experience Project, applying community development principles to finalize participation in primary research, and co-design of new, culturally appropriate resources.
* Facilitated six focus groups with 36 international students from diverse cultural and faith backgrounds.
* Drafted a research report and recommendations to the board, with culturally appropriate resources to improveservice delivery, to be rolled out nationally in Q4 2025.

**Client Care and Support Worker** Mar 2022 - Mar 2024

*Diamond Valley Community Support DVCS - Naarm*

* 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 400 client interviews to identify needs and tailor support responses.
* Used strong organizational skills to maintain accurate records, schedule follow-ups for clients, promote empowerment, and well-being.

**SMART Recovery Facilitator** Dec 2019 - Nov 2020

*Thorne Harbour Health – Naarm*

* Facilitated peer support meetings biweekly regarding AOD issues, using lived experience to help clients learnskills and strategies, using a harm reduction framework.
* Created a safe and supportive environment for clients on their recovery journey, covering topics includinglapses and relapses, sleep, nutrition, HIV, sex, mental health, and mindfulness.

**Rainbow Connection Delivery Volunteer** Mar 2020 - Sep 2020

*Thorne Harbour Health - Naarm*

Distributed more than 2, 000 food support packs to isolated and immunocompromised LGBTQIA clients.

* Effectively managed client visits and communications to confirm delivery arrangements, ensuring timely andefficient delivery of essential support

Dec 2018 - Nov 2019

*Thorne Harbour Health - Naarm*

* Provided sexual health and HIV support to clients at Sex-on-Premises Venues (SOPVs)
* Created a non-judgmental safe space, effectively managing discussions on sensitive subjects such assubstance use and sexual practices.

**Project Manager** Jan 2016 - Sep 2018

*Royal Bank of Scotland | London*

**Business Analyst** Jun 2014 - Dec 2015

*Independent Television News ITN | London*

**Project Analyst** Feb 2011 - Jan 2014

*National Australia Bank - Naarm*

**Graduate Business Banker** Jan 2009 - Jan 2011

*National Australia Bank - Naarm*

## Core Skills

Client care and psychosocial support : client-, Organisational skills : problem-solving, conflict, cantered, strengths-based advocacy, harm, resolution, time management, priority setting, client, reduction, intersectionality, applying community, record management, and priority setting, development principles to service delivery, harm, Technical skills : case management, project, reduction, and trauma-informed care, management, computer skills, data collection, data, Interpersonal communication skills : active, entry, maintaining client privacy and confidentiality, listening, rapport building, empathy, conflict, resolution, written and verbal communication, and, collaboration

## Education

**Diploma of Community Services**

**Melbourne Polytechnic** Feb 2024

**Master of Finance** Accounting and Finance

**Monash University**

**Bachelor of Business** Marketing

**Queensland University of Technology**

## Certificates

**AOD Skills , Odyssey institute ,** Current

**Mental Health First Aid** Dec 2024

**Providing CPR – St Johns Ambulance** Dec 2024

**SMART Recovery Harm Reduction Peer Facilitator** Dec 2019

**Victorian Drivers Licence**