Nishant Dougall

Client Support Worker and Project Officer

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Northcote, VIC, 3070, Australia

Queer, neurodivergent, gender-diverse person of color with 4+ years of experience in community services and extensive lived experience of the issues and needs of PLHIV and LGBTQIA+ communities. Proven ability to foster a safe, person-centred, strengths-based environment, conducting client intakes and assessments, developing care plans, and providing tailored support to clients with complex needs. Passionate about promoting the health and wellbeing of marginalized and vulnerable cohorts.

## Work Experience

**Intern - Multicultural Practice Team** Mar 2024 - Oct 2024

*Headspace National, Naarm*

* Completed internship on the diversity and inclusion team responsible for culturally responsive practice across the headspace network of approx 150 sites nationally
* Managed the International Students Experience Project, facilitating six focus groups with over 36 international students from diverse backgrounds to identify needs.
* Developed and drafted culturally appropriate, culturally sensitive resources for national delivery.

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

*Diamond Valley Community Support*

* Provided emergency aid and advocacy services to individuals in crisis, prioritizing client privacy and dignity.
* Conducted over 400 client interviews to assess and evaluate needs, develop appropriate support responses, and establish internal and external referral pathways.
* Fostered a safe, person-centered, and strengths-based environment that promoted empowerment and well-being.
* Demonstrated sensitivity to the issues and needs of diverse communities, including the social and cultural impacts of various challenges.

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

*Thorne Harbour Health, Naarm*

* Facilitated peer support fortnightly meetings regarding AOD issues, using lived experience to help clients learn skills and strategies using 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.

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

*Thorne Harbour Health, Naarm*

* Delivered over 2, 000 food support packages to socially isolated and immunocompromised LGBTQIA clients as part of the Positive Living Centre's Rainbow Connect Food Delivery program.
* Effectively managed client visits and communications to confirm delivery arrangements, ensuring timely and efficient delivery of essential support.

**Sex-on-premises Venue SOPV Outreach** Dec 2018 - Nov 2019

*Thorne Harbour Health, Naarm*

* Provided sexual health and HIV support to clients at Sex-on-Premises Venues (SOPVs).
* Built rapport and trust with people who use drugs regularly in a high-pressure setting.

**Project Manager** Jan 2016 - Sep 2018

*Royal Bank of Scotland*

**Business Analyst** Jun 2014 - Dec 2015

*Independent Television News (ITN) | London*

**Project Analyst** Jan 2011 - Jan 2014

*National Australia Bank*

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

*National Australia Bank*

## Core Skills

**Transferable skills:** Active listening, empathy and compassion, rapport building, Trauma-informed, problem-solving., conflict resolution, client-centered approach, cultural humility, cultural sensitivity, time management, strengths-based practice, collaboration, written and verbal communication., crisis intervention, priority setting, advocacy, intersectionality, resilience

**Technical skills:** case management, project management, Technology proficiency, Computer literacy, Data-entry proficiency, record management, data collection

**Areas of expertise:** lived experience, harm reduction, resource development

## Education

**Melbourne Polytechnic** Dec 2024

**Diploma** Community Services

**Monash University** Dec 2008

**Masters** Finance

**Qld University of Technology** Dec 2005

**Bachelor of Business** Marketing

## Certificates

**SMART Recovery Australia - Peer Support Facilitator Training** 31/12/2018

SMART Recovery Australia

**Mental Health First Aid Australia - Mental Health First Aid** 31/12/2021

Mental Health First Aid

**VicRoads - Victorian Driver's Licence** 31/12/2006

VicRoads