Nishant Dougall

Support Worker | They / Them | Capricorn

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Northcote, Victoria, 3070, Australia

Friendly, respectful, compassionate community services professional 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. Queer, neurodivergent, non-binary, POC living with a disability - deep understanding of intersectionality and 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. Possess empathy and communication skills to excel as a Peer Test Facilitator.

## Work Experience

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

*headspace National - Naarm*

* 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 to support services.
* 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 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** Mar 2022 - Mar 2024

*Diamond Valley Community Support*

* Provided emergency relief and advocacy support and referrals to counselling, legal support and health services in Banyule
* Completed four hundred client interviews to identify needs and tailor support responses 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.
* Significant proportion of clients identified as LGBTQIA+, applied  intersectional lens and cultural sensitivity to understand and help them deal with challenges faced by clients with multiple marginalized identities.
* Maintained accurate records, scheduled follow-ups for clients, and promoted empowerment and well-being.
* Performed administrative duties, including data entry and maintaining client records.

**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 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** Mar 2020 - Sep 2020

*Thorne Harbour Health - Naarm*

* 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.

Dec 2018 - Nov 2019

*Thorne Harbour Health - Naarm*

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.

**Project Manager / Royal Bank of Scotland - London, UK** 01/2016 - 09/2018

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

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

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

## Core 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, establish rapport, empathy, collaboration, 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.

## Education

**Monash University** Present

**Master of Finance** Accounting and Finance

**Queensland University of Technology** Present

**Bachelor of Business** Marketing

**Melbourne Polytechnic** Feb 2024

**Diploma of Community Services**

## Certificates

**CPR** Dec 2024

St John's Ambulance

**Mental Health First Aid** Dec 2022

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

**Victorian Drivers Licence**

**Working With Children Check**