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|  | **Nishant Dougall** |

March 02, 2025

Dear Coordinator - IAP,

As Launch Housing continues to expand its reach in the homelessness sector, providing client-centred services and ensuring effective client solutions are critical for achieving its mission of ending homelessness. With my proven track record in community services and my ability to build rapport with vulnerable clients, I am confident I can help Launch Housing achieve its goals by providing exceptional client-centred services and contributing to effective client solutions.

I believe I would excel in this role because:

Client-Centred Focus: In my previous role at Diamond Valley Community Support, I successfully conducted over four hundred client assessments to identify needs and tailor support. This demonstrates my ability to provide individualized assistance and resources, aligning with Launch Housing's commitment to client-centred services.

Collaborative Approach: As a Multicultural Practice Project Intern at headspace National, I finalized focus group research and facilitated workshops with thirty-six international students. This experience honed my skills in working collaboratively with others to gather insights and feedback, which I can apply to develop effective client solutions at Launch Housing.

Understanding of Homelessness Policy: My knowledge and understanding of housing policy, including the Opening Doors framework, gained through my experience and Diploma of Community Services, aligns with Launch Housing's focus on addressing the issue of homelessness. This background will enable me to effectively contribute to the organization's policy development and advocacy efforts.

Interpersonal and Communication Skills: My experience in providing client-centred services and crisis intervention has equipped me with strong interpersonal and communication skills. I am confident in my ability to build rapport with clients, communicate effectively, and actively listen to their needs, aligning with the requirements of this role.

My skills and experience make me a strong candidate for this role, and I hope you will give me the chance to interview to discuss how my skills and experience can benefit Launch Housing.