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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  | | --- | | **Nishant Dougall**    0412202666      •     nishantdougall@gmail.com      •      Northcote, Australia 3070       •      **WWW:**[Bold Profile](https://bold.pro/my/nishant%2Ddougall/211r) | | ***Summary*** |  | Queer, neurodivergent, gender-diverse person of colour with 4+ years' community services experience and lived experience of PLHIV and LGBTQIA+ issues. Proven ability to foster a safe, person-centred environment and provide tailored support to clients with complex needs. Excel in roles requiring strong interpersonal skills, empathy, and creative problem-solving. Resourceful Project Worker known for high productivity and efficient task completion. Possess specialized skills in project management, team collaboration, and problem-solving. Excel in communication, adaptability, and leadership, ensuring successful project outcomes. |  |      |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  | ***Skills*** |  | |  |  | | --- | --- | | * Client care and psychosocial support * Empathy & compassion * Client-centered strengths-based practice * Harm minimisation * Trauma-informed * Social determinants of health * Social justice * Harm reduction * Interpersonal and communication skills * Active listening * Rapport building * Collaboration * Conflict resolution * Written and verbal communication * Organisational & administrative skills * Problem-solving | * Time management * Organisational skills * Priority setting * Resilience * Data collection * Client record management * Technical skills * Case management * Project management * Computer skills * Data-entry * Record keeping * Teamwork and collaboration * Interpersonal communication * Adaptability and flexibility | |  |      |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | ***Experience*** |  | 03/2024 - 10/2024  Multicultural Practice Project Worker, **headspace National**, Naarm, VIC   * 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 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 improve service delivery, to be rolled out nationally in Q4 2025.   03/2022 - 03/2024  Client Care and Support Worker, **Diamond Valley Community Support**, Greensborough, VIC   * Provided psychosocial support and material aid to people in crisis, integrating social justice principles into a person-centered, 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.   12/2019 - 11/2020  SMART Recovery Facilitator, **Thorne Harbour Health**, Naarm, VIC   * 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.   03/2020 - 09/2020  Rainbow Connection Delivery Volunteer, **Thorne Harbour Health**, Naarm, VIC   * 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 and efficient delivery of essential support   12/2018 - 11/2019  Sex-on-premises Venue SOPV Outreach, **Thorne Harbour Health**, Naarm, VIC   * 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 as substance use and sexual practices.   01/2016 - 09/2018  Project Manager, **Royal Bank of Scotland**, London  06/2014 - 12/2015  Business Analyst, **Independent Television News (ITN)**, London  02/2011 - 01/2014  Project Analyst, **National Australia Bank**, Naarm  01/2009 - 01/2011  Graduate Business Banker, **National Australia Bank**, Naarm |  |      |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | ***Education*** |  | **02/2024**  **Diploma**, Community Services  **Melbourne Polytechnic**, Preston  **01/2008**  **Master of Finance**, Accounting And Finance  **Monash University**, Caulfield  **01/2005**  **Bachelor**, Business  **Queensland University of Technology** |  |      |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | ***Certifications*** |  | * AOD Skills, Odyssey institute, current * Mental Health First Aid, 12/2022 * Victorian Drivers Licence, current * SMART Recovery Harm Reduction Peer Facilitator, 12/2019 * Providing First Aid (CPR), St John's Ambulance, 12/2024 |  |      |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | ***References*** |  | * Malika Murthy, Multicultural Practice Team – headspace National, Mmurthy@headspace.org.au * Emma Harvey, Manager – Community Support, Diamond Valley Community Support, 0411396669, Emma.harvey@dvsupport.org.au * Lynne Murray, Manager – Community Support, Diamond Valley Community Support, (03) 9435 8282, lynne.murray@dvsupport.org.au * Madeleine Herron, Senior Customer Solutions Manager, Amazon Global Public Sector, 0401284818, Madeleine.herron007@gmail.com |  | |