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|  | **Nishant Dougall (THEY / THEM)**  Northcote, Australia 3070  nishantdougall@gmail.com / 0412202666 |

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| **Summary** |

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 organisational and interpersonal skills honed over 9+ years in the banking sector. Looking to contribute to organisations like Thorne Harbour Health, working to dismantle systemic injustices and make a tangible impact on marginalised and vulnerable people.

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| **Skills** |

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

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| **Experience** |

Multicultural Practice Project Intern / headspace National - Naarm, VIC  *03/2024 - 10/2024*

* 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.
* Facilitated six focus groups with thirty-six 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.

Client Support Worker / Diamond Valley Community Support (DVCS), VIC  *03/2022 - 03/2024*

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

SMART Recovery Facilitator / Thorne Harbour Health – Naarm, VIC  *12/2019 - 11/2020*

* 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.

Rainbow Connection Delivery Volunteer / Thorne Harbour Health - Naarm, VIC  *03/2020 - 09/2020*

* 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.

Sex-on-premises Venue SOPV Outreach / Thorne Harbour Health - Naarm, VIC  *12/2018 - 11/2019*

* 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.

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

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

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

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

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| **Education** |

Diploma of : Community Services  *02/2024*

Melbourne Polytechnic - Naarm

Master of Finance : Accounting and Finance

Monash University - Naarm

Bachelor of Business : Marketing

Queensland University of Technology – Meanjin

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| **Certifications** |

* **AOD Skills**, Odyssey House Institute, (in progress)
* **Providing First Aid (CPR)**, St John's Ambulance, 12/2024
* **Mental Health First Aid,** 12/2022
* **SMART Recovery Harm Reduction Peer Facilitator**, 12/2019
* **Victorian Drivers Licence**
* **Working With Childrens’ Check**

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| **References** |

* **Malika Murthy**, Multicultural Practice Team – headspace National, [Mmurthy@headspace.org.au](mailto:Mmurthy@headspace.org.au)
* **Emma Harvey**, Manager – Community Support, DVCS, 0411396669, [Emma.harvey@dvsupport.org.au](mailto:Emma.harvey@dvsupport.org.au)
* **Lynne Murray**, Manager – Community Support, DVCS, 039435 8282, [lynne.murray@dvsupport.org.au](mailto:lynne.murray@dvsupport.org.au)
* **Madeleine Herron,** Senior Customer Solutions Manager, Amazon Global Public Sector, 0401284818, [Madeleine.herron007@gmail.com](mailto:Madeleine.herron007@gmail.com)