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| Nishant  Dougall | nishantdougall@gmail.com  0412202666  Northcote, Australia 3070 |

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| 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. |

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| Skills | |  |  | | --- | --- | | * Client care and psychosocial support * Empathy & compassion * Client-centred 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 | |

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| Experience | Multicultural Practice Project Worker | 03/2024 to 10/2024  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.   Client Care and Support Worker | 03/2022 to 03/2024  Diamond Valley Community Support - Greensborough, VIC   * 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 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.   SMART Recovery Facilitator | 12/2019 to 11/2020  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.   Rainbow Connection Delivery Volunteer | 03/2020 to 09/2020  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   Sex-on-premises Venue SOPV Outreach | 12/2018 to 11/2019  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.   Project Manager | 01/2016 to 09/2018  Royal Bank of Scotland - London  Business Analyst | 06/2014 to 12/2015  Independent Television News (ITN) - London  Project Analyst | 02/2011 to 01/2014  National Australia Bank - Naarm  Graduate Business Banker | 01/2009 to 01/2011  National Australia Bank - Naarm |

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| Education | Melbourne Polytechnic - Preston  Diploma  Community Services, **02/2024**  Monash University - Caulfield  Master of Finance  Accounting And Finance, **01/2008**  Queensland University of Technology  Bachelor  Business, **01/2005** |

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| 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 | |

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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, Diamond Valley Community Support, 0411396669, [Emma.harvey@dvsupport.org.au](mailto:Emma.harvey@dvsupport.org.au) | * Lynne Murray, Manager – Community Support, Diamond Valley Community Support, (03) 9435 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) | |