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

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| **Summary** |

* Queer, Neurodivergent, Gender-Diverse POC with 4+ years of experience in community services with significant lived experience of intersectional discrimination and disadvantage, specializing in client-centred services and crisis intervention.
* Proven ability to support clients with complex needs, including conducting over 400 needs assessments, demonstrating strong assessment tools knowledge and capacity to offer innovative solutions when problem solving with clients.
* Seeking to contribute to Launch Housing's mission of ending homelessness by providing client-centered services and support to individuals facing housing crisis and homelessness, aligning with my passion for human services and social work.

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| **Skills** |

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| * **Client-Centred, strengths-based practice:** Crisis intervention, client assessment, accommodation referrals, providing financial and material assistance * **Engagement and cultural sensitivity:** rapport building, respectful communication, strong active listening, and building relationships with people from multicultural and multifaith backgrounds |  | * **Case Management:** Assessment tools, Support plan development * **Housing and Homelessness Policy**: Knowledge and understanding of housing policy, including the Opening Doors framework, |

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| **Experience** |

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

* Co-designed culturally appropriate mental health resources for international students, ensuring inclusivity and accessibility for diverse student populations
* Managed complex calendar scheduling and administrative tasks to support the Multicultural Practice Team
* Finalised focus group research, facilitating workshops with thirty-six international students, gathering insights and feedback on mental health resources to inform service delivery improvements
* Developed solutions to improve service delivery and policy development, to be rolled out nationally in Q4 2025

Client Support Worker / Diamond Valley Community Support - Naarm, Australia  *03/2022 - 03/2024*

* Provided client-centered services and crisis intervention, integrating social justice principles, and continuous quality improvement into a person-centered, strengths-based, person-led approach.
* Conducted over four hundred client assessments to identify needs and tailor support, ensuring that each client received individualized assistance and resources.
* Maintained accurate records, scheduled follow-ups, and promoted client empowerment and well-being through effective case management and advocacy.

Harm Reduction Peer Worker / Thorne Harbour Health - Naarm, Australia  *12/2019 - 11/2020*

* Facilitated peer support meetings biweekly regarding AOD issues, using lived experience, coaching clients to learn skills and strategies, using a harm reduction framework
* Created a safe environment for clients, coaching them on their recovery journey, covering topics including relapse prevention, sleep, nutrition, HIV, sex, mental health, and mindfulness to promote holistic well-being

COVD19 Rainbow Connection Delivery Volunteer / Thorne Harbour Health - Naarm, Australia  *03/2020 - 09/2020*

* Effectively managed discussions on sensitive subjects such as substance use and risky sexual practices, showcasing resilience and adaptable communication skills
* Managed client visits and communications, ensuring prompt delivery of essential support to meet the urgent needs of vulnerable clients

Sexual Health Outreach Support Worker / Thorne Harbour Health - Naarm, Australia  *12/2018 - 11/2019*

* Provided sexual health and HIV support to clients at Sex-on-Premises Venues (SOPVs), offering harm reduction resources and education to promote safe sexual practices
* Created a non-judgmental safe space for discussions on sensitive subjects, encouraging open communication and trust to facilitate effective support and education

Project Manager - Regulatory Compliance / Coutts & Co - Covent Garden, London  *02/2018 - 09/2018*

* Led a project in the private banking arm of the Royal Bank of Scotland. Customers with liquid assets greater than 5 million pounds.
* Used strong time management skills to supervise multiple projects, ensuring all tasks were completed on time and within budget constraints.

Project Manager - Policy Development / Royal Bank of Scotland - Bishopsgate, London  *01/2016 - 09/2018*

* Assisted in policy development initiatives, focusing on a new ethics policy regarding tax evasion and tax avoidance

Project Analyst / National Australia Bank (NAB) - Naarm, Australia  *02/2009 - 01/2014*

Graduate Business Banker / National Australia Bank - Naarm, Victoria  *01/2009 - 12/2010*

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| **Education** |

Diploma of Community Services  *02/2024*

Melbourne Polytechnic

Master of Finance : Accounting and Finance

Monash University

Bachelor of Business : Marketing

Queensland University of Technology

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| **Certificates** |

* CPR, 12/31/24, St John's Ambulance
* Mental Health First Aid, 12/31/22
* SMART Recovery Harm Reduction Peer Facilitator, 12/31/19
* Victorian Drivers Licence
* Working With Children's Check, 29/2/24