**Nishant Dougall (They** / Them)

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# PROFILE

Queer, neurodivergent, gender-diverse person of color with 4+ years of experience in community services and extensive lived experience of the issues and needs of PLHIV and LGBTQIA+ communities. Proven ability to foster a safe, person-centred, strengths-based environment, conducting client intakes and assessments, developing care plans, and providing tailored support to clients with complex needs. Passionate about promoting the health and wellbeing of marginalized and vulnerable cohorts.

**KEY SKILLS**

* **Client Care and Support:** Trauma-informed support, crisis intervention, advocacy, client-centered approach, strengths-based practice, harm reduction framework.
* **Community Development & Engagement:** Community participation principles, lived experience within PLHIV and LGBTQIA+ communities, cultural sensitivity, resource development, outreach.
* **Communication & Interpersonal:** Active listening, rapport building, empathy, collaboration, conflict resolution, written and verbal communication.
* **Organisational & Administrative:** Client record management, data collection, time management, priority setting, problem-solving.

## EXPERIENCE

## Headspace National, Naarm - *Intern - Multicultural Practice Team*

March 2024 - October 2024

* Completed internship on the diversity and inclusion team responsible for culturally responsive practice across the headspace network of approx 150 sites nationally
* Managed the International Students Experience Project, facilitating six focus groups with over 36 international students from diverse backgrounds to identify needs.
* Developed and drafted culturally appropriate, culturally sensitive resources for national delivery.

## Diamond Valley Community Support *- Client Support Worker*

## March 2022 - March 2024

* Provided emergency aid and advocacy services to individuals in crisis, prioritizing client privacy and dignity.
* Conducted over 400 client interviews to assess and evaluate needs, develop appropriate support responses, and establish internal and external referral pathways.
* Fostered a safe, person-centered, and strengths-based environment that promoted empowerment and well-being.
* Demonstrated sensitivity to the issues and needs of diverse communities, including the social and cultural impacts of various challenges.

## Thorne Harbour Health, Naarm *- Rainbow Connection Delivery Volunteer*

March 2020 - September 2020

* Delivered over 2,000 food support packages to socially isolated and immunocompromised LGBTQIA+ clients as part of the Positive Living Centre's Rainbow Connect Food Delivery program.
* Effectively managed client visits and communications to confirm delivery arrangements, ensuring timely and efficient delivery of essential support.

## Thorne Harbour Health, Naarm - *SMART Recovery Facilitator*

December 2019 - November 2020

* Facilitated peer support fortnightly meetings regarding AOD issues, using lived experience to help clients learn skills and strategies using 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.

## Thorne Harbour Health, Naarm *- Sex-on-premises Venue (SOPV) Outreach*

December 2018 - November 2019

* Provided sexual health and HIV support to clients at Sex-on-Premises Venues (SOPVs).
* Built rapport and trust with people who use drugs regularly in a high-pressure setting.

## Royal Bank of Scotland London *- Project Manager*

January 2016 - September 2018

## Independent Television News (ITN) London - *Business Analyst*

June 2014 - December 2015

## National Australia Bank, Naarm *- Project Analyst*

## January 2011 - January 2014

## National Australia Bank, Naarm *- Graduate Program - Business Bank*

## January /2009 - January 2011

## EDUCATION

## Melbourne Polytechnic - Diploma of Community Services (2024)

## Monash University - Master of Finance (2008)

## Qld University of Technology - Bachelor of Business (Marketing) (2005)

# CERTIFICATIONS

## Odyssey Institute - Alcohol and Other Drug Skill Set (current)

## SMART Recovery Australia - Peer Support Facilitator Training (2018)

## Mental Health First Aid Australia - Mental Health First Aid (2021)

## VicRoads - Victorian Driver's Licence (2006)

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