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|  | **Nishant Dougall THEY / THEM**  **Northcote VIC 3070 / nishantdougall@gmail.com / 0412202666** |

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| **Summary** |

Friendly, respectful, compassionate community services professional with lived experience (PLHIV / LGBTQIA+) and 4+ years in community services, including 2+ years volunteering with Thorne Harbour Health in SOPV Outreach and Harm Reduction Peer Support Worker roles. Queer, neurodivergent, non-binary, POC living with a disability - deep understanding of intersectionality and impacts on marginalised cohorts. Proven ability to build rapport with diverse individuals and create a safe, inclusive space for clients that is free of judgement and shame. Possess empathy and communication skills to excel as a Peer Test Facilitator.

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| **Skills** |

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| * **Client Care & Support :** LGBTQIA support, client-centred approach, strengths-based advocacy, trauma-informed care, harm reduction, crisis intervention, referral to relevant services. * **Interpersonal & Communication** : Active listening, establish rapport, empathy, collaboration, written and verbal communication, delivering sensitive information with compassion, customer service. |  | * **HIV / STI Knowledge** : Understanding of HIV / STI transmission, prevention, and the impact of a diagnosis. Experience conducting risk assessments and providing health education. * **Other :** Confidentiality, cultural sensitivity, ethical boundaries, community-based work, peer support, understanding of intersectionality, public health, healthcare. |

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| **Work Experience** |

Multicultural Practice Project Intern / headspace National - Naarm, Australia  *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 to support services.
* Facilitated six focus groups with thirty-six international students representing over fifteen diverse cultural and faith backgrounds, utilizing active listening and culturally sensitive communication techniques to gather information and create a safe and inclusive space for sharing.
* Drafted research report and recommendations to the board, with culturally appropriate resources to improve service delivery, to be rolled out nationally in Q4 2025.
* Contributed to public health research aimed at improving healthcare access for marginalized communities.

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

* Provided emergency relief and advocacy support and referrals to counselling and health services in Banyule.
* Completed four hundred client interviews to identify needs and tailor support responses.
* Provided support to LGBTQIA clients, addressing their specific needs with cultural sensitivity and applying an intersectional lens to understand and address the challenges faced by clients with multiple marginalized identities.
* Considerable proportion of clients identified as LGBTQIA+, applied intersectional lens and cultural sensitivity to understand and help them deal with challenges faced by clients with multiple marginalized identities.
* Maintained accurate records, scheduled follow-ups for clients, and promoted empowerment and well-being.
* Performed administrative duties, including data entry and maintaining client records.

SMART Recovery Facilitator / Thorne Harbour Health - Naarm, Australia  *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.
* Facilitated groups with individuals from diverse backgrounds, creating a welcoming and inclusive environment for all participants.
* Provided education on harm reduction strategies and safe sexual health practices.

Rainbow Connection Delivery Volunteer / Thorne Harbour Health - Naarm, Australia  *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.

Sexual Health and HIV 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), creating a non-judgmental safe space for discussions on sensitive subjects.
* Conducted risk assessments, provided education on STIs and harm reduction strategies, and made referrals to relevant services.
* Maintained strict confidentiality and adhered to ethical guidelines.
* Demonstrated sensitivity towards the fears and concerns of individuals about HIV/STI testing.

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

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

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

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

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| **Education** |

Diploma of Community Services  *02/2024*

Melbourne Polytechnic

Bachelor of Business : Marketing

Queensland University of Technology

Master of Finance : Accounting and Finance

Monash University

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| **Certificates** |

* CPR, 12/01/24, St John's Ambulance
* Mental Health First Aid, 12/01/22
* SMART Recovery Harm Reduction Peer Facilitator, 12/01/19
* Victorian Drivers Licence
* Working With Children Check

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| **References** |

**Emma Harvey -** Former Manager – DVCS, 0411396669

**Madeleine Herron** - Customer Solutions Manager, Amazon Global. 0401284818, [Madeleine.herron007@gmail.com](mailto:Madeleine.herron007@gmail.com)

**Lynne Murray** – Manager – DVCS (03) 9435 8282, [lynne.murray@dvsupport.org.au](mailto:lynne.murray@dvsupport.org.au)

**Mallika Murthy -** Multicultural Practice Team, headspace, [Mmurthy@headspace.org.au](mailto:Mmurthy@headspace.org.au)