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| **Nishant Dougall (they / THEm)**  **COMPASSIONATE COMMUNITY SERVICES PROFESSIONAL**  **NAARM, VIC / NISHANTDOUGALL@GMAIL.COM / 0412202666** |

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| **Summary** |

* Leveraging 4+ years of experience in community services (human services, social work), 9+ years of experience in finance, and offering significant lived experience of intersectional discrimination and disadvantage.
* Specializing in providing client-centred, client-led, strengths-based psychosocial support to vulnerable and disenfranchised individuals in crisis.
* Conducted over four hundred client interviews using assessment tools and case management software such as CISVIC to offer innovative solutions when problem-solving with clients and maintaining detailed records.
* Committed to continuous improvement in service delivery via professional development and reflective practice.
* Looking to contribute to Launch Housing's mission and driven by a desire to be a part of the solution and to witness the end of the housing crisis and homelessness within my lifetime.

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| **Skills** |

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| * **Client-centred, strengths-based practice:** Crisis intervention, client assessment, accommodation referrals, providing financial and material aid. * **Engagement and cultural sensitivity:** rapport building, respectful communication, strong active listening, and building relationships with people from multicultural and multi-faith backgrounds. * **Housing and Homelessness Policy**: Working knowledge of Opening Doors context and systems of housing and homelessness policy. |  | * **Administrative Skills:** Scheduling**,** record keeping, data entry, calendar management, proficient in PC-based office applicationsand experience with case management software such as CISVIC. * **Personal attributes:** flexible, adaptable to evolving needs, strong creative problem solving, resilience, empathic and respectful, dedicated to continuous improvement |

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| **Experience** |

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

* Led focus groups with thirty-six students, gathering insights to refine mental health service delivery and documenting analysis and recommendations.
* Developed national service delivery improvements, set for rollout in Q4 2025.
* Managed scheduling and administrative tasks for the Multicultural Practice Team, ensuring smooth operations.

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

* Provided psychosocial support, emergency relief, and crisis intervention, integrating social justice principles and continuous quality improvement via strengths-based, person-led practice.
* 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.

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

* Delivered over two thousand care packages to vulnerable immunocompromised clients as part of outreach initiatives during COVID-19.
* Coordinated client interactions, ensuring timely material and psychosocial support for vulnerable individuals.
* Implemented stringent safety protocols for contactless deliveries.

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

* Led biweekly peer support meetings on AOD issues, fostering skill development and harm reduction.
* Cultivated a secure environment for recovery, addressing relapse prevention and holistic health.
* Guided clients in enhancing mental health and mindfulness, contributing to overall well-being.

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*

* Ensured timely completion of multiple projects concurrently within Royal Bank of Scotland’s private banking division, with high-net worth clients with liquifiable assets over £5M.
* Demonstrated effective time management, ensuring bank complied with new regulatory requirements introduced by government to increase consumer protections and rights.

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

* Led the RBS Corporate Banking workstream of ethics project centred regarding high-net value clients engaging in aggressive tax avoidance strategies.
* Collaborated with Legal and Compliance teams to streamline bank processes and strengthen tax avoidance identification protocols across divisions.

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** |

* **Alcohol and Other Drug (AOD) Skillset –** Odyssey House Institute (current)
* **Mental Health First Aid**
* SMART Recovery **Harm Reduction Peer Facilitator**
* Victorian Drivers Licence
* Working With Children Check
* First Aid (CPR), St John's Ambulance