Living Lab UX Designer/Researcher

Putting health in mind
The Black Dog Institute is looking for an exceptional user experience designer with a strong interest in innovative, user-focussed collaborative research who can bring their skills, expertise and drive to the challenge of preventing mental illness in young people using mHealth.

As UX Lead for the Living Lab, you will play a key role in the development of a mobile questionnaire and sensing platform designed to accelerate mental illness prevention research in adolescents and young adults, focusing on design for user engagement in digital healthcare. Key challenges for engagement in this population include motivating initial interest and sustaining participation in data collection that may run over many months.

Our ultimate vision is to create a social innovation lab for mental health, and the post offers considerable freedom to develop an innovative approach to user-engagement and research that helps us progress towards this.

You will be responsible for planning and conducting user-centred research, with a focus on mobile apps and technology, and engaging a wide range of youth, community and healthcare stakeholders. Core capabilities include selection and application of user-centred research methods, translation of findings into testable design recommendations, verbal/written communication and interpersonal skills.

You will join the newly-formed Living Lab team as a core member, providing expertise and leadership to shape a successful user-centred design, development and evaluation programme for the project. This is a 12-month, full-time position.

**About the Institute:**

Founded in 2002, The Black Dog Institute is a not-for-profit Medical Research Institute and a global leader in translational mental health research. We harness the latest technology and other tools to quickly turn our world-class research findings into clinical services education and e-health products that improve the lives of people with mental illness and the wider community. Our areas of strength include suicide prevention, e-mental health, workplace mental health, novel treatments and prevention in young people.

**Our mission** is to enable mentally healthier lives through innovations in science, medicine, education, public policy and knowledge translation.
WHAT WE CAN OFFER YOU

The Black Dog Institute is proud to offer a dynamic working environment for our staff. We are invested in maintaining a positive workplace culture which values people and their wellbeing. We offer a varied wellbeing program tailored to staff needs and provide opportunities to attend learning and development seminars, engage in health and fitness activities as well as social events. We also offer flexibility in working hours and promote a healthy work life balance.

The Black Dog Institute is a registered charity and Public Benevolent Institution and offers PBI salary packaging benefits.

DUTIES

- Devise and execute an innovative, iterative and timely user/stakeholder engagement and research programme for the Living Lab that focusses on design for user engagement with a mobile-technology data collection and research platform, within a one-year timeframe.
- Translate engagement/research findings into innovative design ideas, prototypes and recommendations, and work with the Technical Lead (Living Lab) to devise and implement an effective workflow for implementing and testing these within the evolving mobile platform.
- Act as a source of expertise and leadership within the Living Lab team concerning user experience design principles and practice, providing expert critical insights and feedback at all stages of the design/development process.
- Provide strategic leadership towards a vision of a fully-fledged social innovation laboratory.
- Manage resources in order to deliver the agreed program of work, on-time and on-budget.
- Provide leadership and supervision to staff assisting with any engagement events/activities.
- Work with marketing and communication team members in order to raise awareness of the project, promote stakeholder engagement activities and ensure adherence to brand values/guidelines.
- Liaise with external contractors, as required (e.g. graphic designers), to maximise benefit and value for the organisation.
- Undertake day-to-day planning and management of tasks.
- Prepare regular project status updates, promotional and other materials.
- Provide occasional ad hoc user experience/graphic design support for internal projects.
- Complete other duties related to user experience design, as required by the supervisor.

REPORTING RELATIONSHIPS

Supervisor’s title: Project Lead (Living Lab)
Key matrix relationships: Technical Lead (Living Lab), Director and Chief Scientist, Lead (Future Proofing), DSTIL Project Lead, UNSW Staff,
Essential Criteria

- Minimum 5 years’ experience in user experience/service design substantially focused around consumer mobile technologies (smartphones, apps, wearables, etc.)
- Proven ability to plan, lead and successfully deliver a comprehensive user engagement/research strategy on time and on budget.
- Experience devising and executing innovative approaches to stakeholder engagement appropriate to a youth audience (e.g. social innovation labs, human centred design, maker-space events, hackathons, etc.)
- Proven ability to establish, develop and sustain highly productive relationships with a range of stakeholders spanning professional and public spheres.
- Highly proficient in planning and conducting a range of user-focused research including (e.g. contextual enquiry, usability testing, depth interviews, diary studies and/or A/B testing)
- Able to communicate key insights and learning to senior staff and team members using a range of audience-appropriate techniques, including wireframes/mock-ups.
- Exceptional interpersonal and communication skills, able to advocate effectively and professionally for UX needs and issues in a dynamic team drawn from a range of research, healthcare and technical backgrounds.
- A high level of comfort with change and uncertainty. Highly adaptable to fast-moving and evolving project contexts, with a proven ability to react effectively to ensure successful delivery of required outputs.
- Ability to work both substantially independently and as part of a team.
- A commitment to world-class quality, particularly concerning patient privacy and information security.
- A knowledge of EEO principles and OH&S responsibilities and commitment to attending relevant OH&S training.
- The post holder will be required to provide evidence of a valid Working with Children Check prior to taking up any appointment.

Desirable

- Experience with the development and evaluation of motivational strategies in youth and/or for mobile (e.g. gamification, rewards, behavioural insights.)
- Experience in the development/execution of projects with a citizen-science focus.
- Demonstrably proficient graphic design skills.
- Familiarity with research governance and confidentiality in relation to health research.
- Familiarity with mental health issues and research.