

Job Title: User Experience Designer (UXD)

Location: New Haven, CT

About Us

Our company transforms the experience and delivery of care by listening to the people involved, individually and at scale. Patient, provider, and community member perspectives are valuable, yet mostly unheard. We capture real-world perspectives via our HIPAA-compliant, mobile-responsive digital solutions – PatientWisdom, ProviderWisdom, CommunityWisdom – and distill the information into meaningful, actionable insights to help health organizations become more responsive and successful.

We love what we do. We're looking for hard-working, fun, creative people who share our passion, want to be part of a culture that integrates professional and personal growth with helping others succeed, and are excited about creating a better healthcare future.

Job Description

A central member of PatientWisdom – reporting directly to the CEO and working closely with the Technology and Partner Success teams – the UXD will execute highly functional interactive designs for our mobile-responsive digital platform. Design is a very collaborative process: The UXD will collaborate closely with the entire PatientWisdom team as well as users, clients, and stakeholders to design intuitive user experiences that delight our audiences. The UXD will be involved in developing concepts (e.g., product vision) as well as specific project plans. Key deliverables include assets and designs along every phase of the product design lifecycle. We use Agile Development methodologies, so the ability to think deeply, design quickly, and adapt as needed are all valuable skills.

The UXD is a key driver of product discovery, responsible for gaining a deep understanding of PatientWisdom users, with a focus on relevant behaviors and needs. You will facilitate the design conversation and help define product features while balancing user needs, business goals, and technological capabilities. We are looking for creative problem solvers with a passion for design and innovation. Specific components of the position include:

- Work closely with entire PatientWisdom team to translate business requirements into meaningful interactive experiences
- Understand needs, tasks, and goals of various target audiences (e.g., patients/families, doctors/care teams, health system administrators) to generate creative concepts and functional components
- Lead immersive user research, concept testing, co-creation, and usability testing
- Use storyboards/narratives/personas/scenarios to clarify results of user research, focus design efforts, and clearly express how our site should behave to support user needs, goals, and workflows
- Develop and document detailed user experience specifications for highly interactive interfaces
- Collaboratively develop high-fidelity wireframes/prototypes for demonstration of concepts
- Help turn wireframes/prototypes into high-functioning online experiences that delight users
- Incorporate gamifications, visualizations, and animations that anticipate and meet user needs
- Interface with engineering team to ensure effective realization of UI prototypes
- Document product development and report on project status
- Conduct competitive audits and market research to stay ahead in the marketplace
- Participate in UI/UX thought leadership within the company and in the industry

Additional Responsibilities

- Work in a fast-paced Agile environment
- Maintain Lean thinking and management
- Promote design thinking (human-centered design)
- Share ideas for improvement in a positive, constructive manner
- Apply problem solving skills
- Complete tasks on time, on budget, and according to expectations
- Provide designs in formats that can be used in presentations and collateral materials
- Travel, as needed, to PatientWisdom implementation sites and meetings to learn from users/clients
- Contribute positively to the success of the company and teammates

Required Skills + Qualifications

- Bachelor's degree in a related field (e.g., design, human-computer interaction)
- 2+ years of work experience as an interaction designer, UI/UX designer, or web designer
- Proven ability to communicate and interact effectively with team members
- Excellent communication skills: oral, written, facilitation, and presentation
- Strong ability to organize and manage work; demonstrated ability to prioritize and meet goals
- Comfort working and taking initiative in an entrepreneurial environment that requires one to be adaptable, self-motivated, enthusiastic, and professional
- Proven ability to work both autonomously and collaboratively with users, clients, and colleagues
- Proven ability to thrive in environments where new initiatives may be coupled with limited information and data
- Expert in using creative software (e.g., Balsamiq, Adobe Creative Suite) with a working understanding of HTML, CSS, and JavaScript; proficient in MS Office Suite; knowledgeable of Google Apps for Business and Google Analytics
- Flexibility for adapting to travel and schedule inherent in the position

Desired Skills + Qualifications

- Previous startup experience, with successful implementations

PatientWisdom, LLC is an Equal Opportunity Employer