

## **Job Posting:** **Health Communication Researcher** (1 Full-Time Position in Northampton, MA or Rockville, MD)

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### **This Is Us**

CommunicateHealth is a mission-based consulting company that helps public and private sector organizations simplify health information. We design health care services, personal health tools, public health and emergency communications, and innovative interactive media. We employ a talented team of plain language writers, communication researchers, designers, developers, and usability specialists dedicated to creating health information and services that are attractive and easy to use. We're committed to making a difference in the world and in the lives of our employees. Check us out at [www.communicatehealth.com](http://www.communicatehealth.com).

### **This Is You**

We are looking for a communication researcher with a strong, proven interest in health communication and public health. As a researcher, you have worked with diverse audiences — ranging from health care professionals to individuals with limited literacy skills. You have supported complex research projects from beginning to end. You are a talented moderator and interviewer who is passionate about the user-centered design process. You excel at translating research findings into meaningful health communication strategy and product development. You enjoy working independently and collaboratively, have experience giving and receiving feedback, and have outstanding organizational skills and attention to detail. You are passionate about making health information easier to understand and use.



## Responsibilities

- Conduct communication research (ranging from audience research to materials testing) with consumers and professionals, including in-depth interviews, focus groups, surveys, and usability testing
- Develop research protocols including screeners and moderator's guides
- Conduct literature reviews and environmental scans
- Conduct qualitative data analysis
- Keep project teams and clients focused by advocating for users and their goals
- Coordinate every aspect of a research project including interfacing with clients
- Provide oversight and guidance on research logistics including recruitment strategies
- Integrate research findings into communication strategy and product development
- Work with staff to communicate findings and recommendations to internal team (writers, designers, and developers) and to the client
- Write clear, concise reports (from top-level summaries to detailed technical reports) for delivery to clients

## Required Qualifications

- Master's degree in a related field such as communication, public health, psychology, or other related social science
- Minimum 3-5 years professional experience
- Experience conducting qualitative communication research with diverse audiences
- Demonstrated effectiveness in a project coordination role, with an ability to establish and document processes
- Experience providing high-level editing and writing with limited supervision
- Experience drafting and finalizing client-facing reports and deliverables
- Familiarity with federal plain language guidelines, Section 508 compliance, and best practices in usability and UX design
- Ability to “think on your feet” and come up with creative and appropriate solutions



- Ability to work well in teams with other highly-qualified professionals in a relaxed, culturally-diverse environment

## Preferred Qualifications

- Experience conducting communication research in the health care or public health sector
- Experience conducting research on behalf of the federal government
- Familiar with IRB, Office of Management and Budget Paperwork Reduction Act, and nuances of research clearance processes
- Experience translating technical/medical information into plain language
- Experience conducting research and developing messages and products for audiences with limited (health) literacy skills

## How to Apply

Please send cover letter and resume to [admin@communicatehealth.com](mailto:admin@communicatehealth.com) by September 7, 2017.

This is for a full-time salaried position. We offer highly competitive salaries and full benefits.

CommunicateHealth is committed to workplace diversity and providing equal employment opportunities for all qualified applicants and employees.

As federal contractors, we are required to ask applicants to submit a voluntary Demographics form, at [www.communicatehealth.com/company/contact/](http://www.communicatehealth.com/company/contact/). No personnel selections are made based on this information.

