Design Researcher – Experiences for Students who are also Parents

About the Innovation Hub
The Innovation Hub seeks to discover the University of Toronto campus story, with a particular focus on student experiences. Who are our students, and how is the world changing for them? The modern university community is diverse, including people from all over the world, with their own backgrounds, needs, personalities, and quirks. Understanding the stories of each person will help us design a more human-centered campus environment that works for all.

We work with partners from U of T, learning about their students, staff and faculty by leading group discussions, hosting interactive events, and interviewing with empathy. We then take this data to produce insights and design solutions to better meet their needs.

Working at the Innovation Hub
The Innovation Hub works because of the students who work here! The most important thing to us is your experience - and the experience you gain while working here. We seek to design with students, rather than for students. Working at the Innovation Hub, you will have the opportunity to join a cross-functional, cross-disciplinary team of passionate people. You’ll learn valuable skills that can be applied across a variety of career contexts.

Anti-Oppression Commitment
The Innovation Hub is committed to being equitable, anti-oppressive and to prioritizing the lived experiences of marginalized students. As such, any forms of discrimination will not be tolerated, including but not limited to racism, sexism, islamophobia, homophobia, transphobia, ableism, and anti-Semitism.
Design Researcher – Experiences for Students who are also Parents Job Description

The Design Researcher works with a team that conducts a design thinking project for the Innovation Hub with the goal of improving the student experience in a specific area. Every project looks different but uses design thinking to provide partners with compelling insights that reframe problems innovatively and inspire action.

The Experiences of Students who are also Parents project explores the experiences of students who have family responsibilities in partnership with the Family Care Office (FCO). The Innovation Hub has worked with FCO to explore this topic in the past and there is an opportunity to refresh this data with new information to share with the university community. This inquiry aims to explore the experiences of students with family responsibilities to uncover how the university can best support them as they pursue their studies.

Job Duties

- Learn to empathize deeply with users and other stakeholders, and understand the complexities of human-centered research and design
- Translate qualitative research skills into a design thinking approach, which may include some of the following activities: empathy-based interviewing, community-based co-creation, collaborative ideation, visioning and more
- Transform data analysis and findings into compelling needs-based insights, principles and/or recommendations that can inspire action
- Transcribe and code data in the Dedoose qualitative research software
- Communicate with persuasive, plain, and accessible language and story-telling techniques that drive impact in diverse audiences

Qualifications:

- Qualitative research skills that can be translated into a design thinking approach
- Data analysis, insight formation & knowledge translation skills
- Patience & conversational skills
- Ability to work on a team & integrate diverse perspectives
- Exceptional written and oral communication skills
- Creativity & innovative thinking
- Desire to enhance the student experience at UofT
- Reliability and accountability

How to Apply
To apply to the Innovation Hub, students can submit their application through this Microsoft Form: https://forms.office.com/r/SF8a44v3Ei

Job applications are accepted on a rolling basis, with interviews to follow. The application deadline is Sunday, August 20th, 2023, at 11:59pm.

Questions
If you have questions about the role, email innovationhub@utoronto.ca for more information.