

## **Clinical Research Coordinator in the Center for Digital Mental Health at Massachusetts General Hospital**

### **Job Summary**

The Department of Psychiatry's Center for Digital Mental Health (CDMH Director: Sabine Wilhelm, Ph.D.) at Massachusetts General Hospital is seeking qualified college graduates with a background in psychology, neuroscience, social work, or a related field to fill Clinical Research Coordinator (CRC) positions. CDMH studies evidence-based technology solutions to prevent, assess, and treat mental illness (e.g., depression, anxiety) and to promote mental health.

This position would be shared between two programs of research: (i) global mental health and (ii) generative artificial intelligence (GenAI) tool development for clinical care.

First, Dr. Anushka Patel leads a program of global mental health research, with a focus on scalable interventions for trauma-affected populations and suicide prevention. She is currently developing and testing a single-session intervention with chatbot support for domestic violence survivors. Additionally, she is developing a clinical service for suicide prevention in primary care. You can learn more about her work through her profile ([link below](#)). This work uses mixed methods, is interdisciplinary, and relies on community-based participatory research methods. The promising applicant will have the following interests and abilities:

- Interest and passion for supporting public health locally and globally
- Experience with program management is a major strength
- Experience working in low-resource settings (e.g., LMIC or domestic settings)
- Familiarity with community psychology and/or public health models is a plus
- Prior experience with interviewing participants is a plus
- Direct qualitative research experience is a plus

Second, Dr. Wilhelm leads an innovative research team at the intersection of artificial intelligence, digital technology, and mental health care. The CRC will contribute to the development, evaluation, and implementation of cutting-edge AI-powered tools and digital interventions designed to improve mental health treatment and access to care.

This role offers a unique opportunity to work in a multidisciplinary team alongside

clinicians, researchers, data scientists, and patient stakeholders on projects that leverage emerging technologies to address real-world mental health challenges. Responsibilities may include participant recruitment, project management, data collection and analysis, user testing, stakeholder engagement, evaluation of tools and study procedures, and collaboration on the design and refinement of digital mental health platforms and AI-enabled applications.

The ideal candidate is highly organized, diligent, intellectually curious, detail-oriented, and excited about the potential of technology to transform mental health care. Prior experience in clinical research, psychology, public health, human-computer interaction, data science, or digital health is welcome but not required.

This is an exciting opportunity for applicants interested in how advances in AI and digital technology can be responsibly leveraged to improve mental health outcomes and expand access to effective care.

In general, the CRC will serve as the primary liaison between patients, providers, and recruiting studies in the center. The CRC will frequently relay clinical and research information and directly resolve patient issues per the provider's instructions. The patient population is high acuity with complex psychiatric disorders, co-morbid medical problems, substance use, and overlapping psychosocial concerns. The CRC will work as part of a dynamic team of clinicians, researchers, professional staff, and other CRCs to ensure the highest quality of care and service to patients and their clinicians.

The position requires great discretion and judgment to manage sensitive information and effectively prioritize tasks. This challenging and rewarding role would suit a self-motivated individual who enjoys multitasking, possesses excellent communication skills, and is detail-oriented. The CRC will monitor the pace and progress of recruitment to our research studies and serve as the primary point of contact for study participants. The CRC will ensure that all components of the participants' assessments and surveys are appropriately completed and tracked in the computer database.

### **Qualifications**

#### **Principal duties and responsibilities:**

- Collects and organizes patient data
- Maintains records and databases

- Uses software programs to generate graphs and reports
- Assists with recruiting patients for studies (e.g., via social media)
- Obtains patient study data from medical records, physicians, etc.
- Conduct literature searches
- Verifies the accuracy of study forms
- Updates study forms per protocol
- Documents patient visits and procedures
- Assists with regulatory binders and QA/QC procedures
- Assists with interviewing study participants
- Administers and scores questionnaires
- Provides a basic explanation of the study, and in some cases, obtains informed consent from participants
- Assists with study regulatory submissions
- Writes consent forms
- Verifies participant inclusion/exclusion criteria
- Performs administrative support duties as required

**A Clinical Research Coordinator II performs the duties of a Clinical Research Coordinator I (above) and may also:**

- Maintain research data, patient fields, regulatory binders, and study databases
- Perform data analysis and QA/QC data checks
- Organize and interpret data
- Develop and implement recruitment strategies
- Act as a study resource for patients and family
- Monitor and evaluate lab and procedure data
- Evaluate study questionnaires
- Evaluate study procedures
- Contribute to protocol recommendations
- Assist with the preparation of the annual review
- Assist PI in preparing study reports

**Education:**

A bachelor's degree is required with a background in psychology, neuroscience, social work, or a related field.

**Experience:**

New graduates with relevant course/project work experience but without prior research experience will be considered for the Clinical Research Coordinator I position outlined above.

Those with a minimum of 1-2 years of directly related work experience will be considered for a Clinical Research Coordinator II position.

**Knowledge, Skills, and Abilities:**

- Careful attention to details
- Strong organizational skills
- Ability to follow directions
- Ability to multitask
- Excellent written and oral communication skills
- Computer literacy
- Working knowledge of research methods
- Ability to demonstrate respect and professionalism for participants' rights and individual needs
- Strong interpersonal skills, especially when working with people across cultures
- Ability to both work independently (i.e., self-motivated) and as part of a team (i.e., a collaborative team member), and be able to ask for support when needed

**The Clinical Research Coordinator II should also possess:**

- Ability to work independently and as a team player
- Analytical skills and ability to resolve technical problems
- Ability to interpret the acceptability of data results
- Working knowledge of data management programs

**To apply, please submit your resume/CV and a cover letter. Please list your GPA (cumulative and major) and relevant coursework on your resume/CV.**

Anushka Patel, PhD, [Harvard Catalyst Profile](#)  
[Center for Digital Mental Health](#)

**Additional Job Details (if applicable)**

\$21 - \$29.01/Hourly

**Remote Type**

Hybrid

**Work Location**

185 Cambridge Street

**Scheduled Weekly Hours**

40

**Employee Type**

Regular

**Work Shift**

Day (United States of America)

**Pay Range**

\$21.00 - \$29.01/Hourly

**Grade**

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**EEO Statement:**

1200 The General Hospital Corporation is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religious creed, national origin, sex, age, gender identity, disability, sexual orientation, military service, genetic information, and/or other status protected under law. We will ensure that all individuals with a disability are provided a reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. To ensure reasonable accommodation for individuals protected by Section 503 of the Rehabilitation Act of 1973,

the Vietnam Veteran's Readjustment Act of 1974, and Title I of the Americans with Disabilities Act of 1990, applicants who require accommodation in the job application process may contact Human Resources at (857)-282-7642.

**Mass General Brigham Competency Framework**

At Mass General Brigham, our competency framework defines what effective leadership "looks like" by specifying which behaviors are most critical for successful performance at each job level. The framework is comprised of ten competencies (half People-Focused, half Performance-Focused) and are defined by observable and measurable skills and behaviors that contribute to workplace effectiveness and career success. These competencies are used to evaluate performance, make hiring decisions, identify development needs, mobilize employees across our system, and establish a strong talent pipeline.

[Apply here!](#)