



Working Student - UX Research & User Insights (f/m/d)

Since the foundation in 2017, MindDoc has developed into Germany's leading provider of video-based psychotherapy.

In addition to video-based psychotherapy, MindDoc also operates a mental health app that has been downloaded onto smartphones by over three million people worldwide.

With our customised offer, we encourage people to take their mental health into their own hands. We make help and support easily accessible. Anytime, anywhere and for everyone.

You can expect a warm and committed team with a start-up mentality, who together and with great passion will do everything they can to raise awareness of video-based psychotherapy and the digital health application and achieve our company goals.

About us:

We're on a mission to make mental health support more accessible through digital tools that people actually want to use. Our product team works closely across UX, clinical, AI engineering, and content to build features that make a real difference in people's lives — and we're looking for a curious, detail-oriented working student to help us understand our users better.

Join the MindDoc team and make psychotherapy and digital health applications easier and more

accessible for more people!

The Role:

As a Working Student in UX Research, you'll support our product and design teams in understanding how users interact with our app — what works, what doesn't, and why. You'll be involved end-to-end: from designing surveys to synthesizing findings that directly inform product decisions. In addition, you'll spend a small part of your time supporting our app support team by helping answer user tickets, giving you first-hand exposure to real user pain points and questions.

As a Working Student - UX Research & User Insights (f/m/d) at MindDoc you...

- Design, distribute, and analyze user questionnaires and surveys to gather insights on user needs, satisfaction, and behavior.
- Support the planning and execution of UX research activities, including usability tests, interviews, and feedback sessions.
- Synthesize research findings into clear, actionable insights and help present them to product and design teams.
- Help maintain and organize our research repository (notes, recordings, findings).
- Spend a small part of your time (roughly 10–20%) supporting our app support team by responding to incoming user tickets, helping us stay close to real user issues and questions.
- Collaborate with product managers, designers, and researchers on ongoing projects.

You...

- Currently enrolled as a student (Bachelor's or Master's) in Psychology, HCI, Design, Media/Communication, Social Sciences, or a related field.
- First experience with UX research methods and/or survey design (through coursework, internships, or projects) is a plus.
- Strong written and verbal communication skills in English (C1-C2 Level) and German (C1-C2 Level)
- Structured, detail-oriented way of working, and comfort handling qualitative and quantitative data.
- Genuine interest in mental health, digital health, or health tech.

- Are empathetic, user-centered mindset — you enjoy understanding why people do what they do.
- Are available for at 20 hours per week.

You can expect...

- First and most important for us: A meaningful job. Digitizing mental health and helping thousands of people daily is not easy, but when it works it is incredibly meaningful
- A carefully crafted balance between a digital health startup with flat hierarchies, a self-dependent way of working, clear-cut communication, and speed on the one hand and a strong, stable and family-owned hospital group as our 100% shareholder on the other hand provides a unique combination of innovation and flexibility + a stable and safe job
- flexible working hours model, based on a trust-based working hours system
- Work remotely, come to the office in Berlin or Munich whenever you want
- Through our feedback-oriented culture, we will continuously support your personal development
- Sponsored lunch
- VIP treatment in Schön Klinik's portfolio, pension plan, and child care
- Employee discounts with more than 600 different brands
- EGYM Wellpass
- In addition, we will provide you with a laptop and all the hardware you need to ensure you can work smoothly, whether you're working from home or in the office.

We look forward to receiving your application and getting to know you!

Our job advertisements are open to all suitable candidates (m/f/d) regardless of the characteristics listed in § 1 AGG (gender, age, disability, religion, ideologies, ethnic origin or sexual identity).

Jetzt bewerben!