

## Associate Director, Patient and Community Liaison

Job ID  
REQ-10047176

4月 18, 2025

USA

### 摘要

This position can be based remotely anywhere in the U.S. (there may be some restrictions based on legal entity). Please note that this role would not provide relocation as a result. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require up to 70% travel.

#### Job description summary:

The Patient and Community Liaison (PCL) is an important patient and caregiver facing role within the SMA team, who engages with the Spinal Muscular Atrophy (SMA) community at live events. The PCL is primarily responsible for engaging with patients, caregivers and local community advocacy partners, while delivering education about SMA, Gene Therapy and branded education. The education will be provided using approved materials, resources and talking points. Another key aspect to this role is building relationships with the local advocacy chapter leads. Key learnings from these stakeholders will be shared back with the advocacy, marketing strategy and product strategy teams, to support program development, material development and enhancements in our market strategy approach and activities.

## About the Role

### Key Responsibilities:

- Deliver accurate and empathetic information about disease progression, symptoms, and unmet needs for patients and caregivers.
- Empower patients and caregivers with knowledge and tools to navigate their SMA journey.
- Educate patients and caregivers about the benefits, proper use, and potential side effects of the brand product(s), ensuring adherence to company-approved materials and guidelines. Provide resources and education on treatment expectations.
- There are several local chapters throughout the country. The PCL will also develop relationships with local advocacy chapter leads.
- The PCL will attend events throughout the country by hosting the Novartis table, meeting with SMA families, answering questions and will deliver branded presentations. Majority of live events are held on weekends.
- Provide insights/learnings to Advocacy, Marketing, NPS and Market Access teams to help support development of educational materials, presentations, and resources to support patient and caregiver understanding. Identify gaps in patient and caregiver knowledge and provide recommendations for improving educational content.
- Adhere to all regulatory and compliance standards related to patient and product education, inclusive of Adverse Events training and reporting. Document interactions and feedback from patients and caregivers to improve the education program and support outcomes tracking.
- Contribute and participate in required internal and business reviews; may include preparation of meeting materials. Contribute and participate in functional planning (e.g. tactical plan, budget, etc.)
- Maintain working knowledge of required platforms and processes (e.g. Concur, Centris, FUSE, etc.). Maintain high scientific and current knowledge about responsible products and therapeutic area. Ensure compliance with all NVS policies and guidance including Code of Conduct and all applicable laws and regulations.
- Contribute to the onboarding and mentoring of new team members.

### Essential Requirements:

- Education: Bachelor ' s degree in healthcare (i.e. social work, genetic counseling) education, or a related field
- Minimum of 3-5 years of experience in patient education, pharmaceutical, or healthcare support roles
- Ability to travel 70% of time, with weekend travel required
- Exceptional communication and interpersonal skills, with the ability to connect with diverse populations. Ability to present complex information in an empathetic, clear, and engaging manner. Experience delivering presentations in front of a live audience.
- Experience working within regulatory and compliance guidelines in the healthcare or pharmaceutical industries.
- Proficiency in using virtual tools for education (e.g., video conferencing, webinars). Ability to think creatively and conceptually
- Ability to lead, motivate, develop, and influence others. Strong teamwork and collaborative skills and mindset. Proven ability to work effectively in a matrixed environment.

- Financial/budgetary experience

Desirable Requirements:

- Bilingual (Spanish/English)
- Experience in gene therapy and rare disease

Legal Disclaimer/Country specific legal requirement:

The pay range for this position at commencement of employment is expected to be between \$145,600 and \$270,400/year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status.

#### Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to [us.reasonableaccommodations@novartis.com](mailto:us.reasonableaccommodations@novartis.com) or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

部门  
US

Business Unit  
Innovative Medicines

地点  
USA

状态  
New Jersey

站点  
East Hanover

Company / Legal Entity  
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1  
Remote Position (USA), Remote, US, USA

Functional Area  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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