

AD, Patient & Community Liaison, SMA - Remote

Job ID
REQ-10065995

11月 06, 2025

USA

摘要

#LI-Remote

This position will cover, but is not limited to, the western United States and will require between 50-70% travel, with weekend travel required. The PCL is based remotely and the ideal candidate will reside within the western or central United States. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

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 (eg. tactical plan, budget, etc.)
- Maintain working knowledge of required platforms and processes (eg. 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
- Experience in gene therapy and rare disease
- 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

- Ability to travel 70% of time, with weekend travel required

Desirable Requirements:

- Bilingual Spanish speaking preferred

While Novartis does not require vaccination for COVID-19 or proof of a recent negative test result for COVID-19 at this time, employees working in customer-facing roles must adhere to and comply with customers' (such as hospitals, physician offices, etc.) credentialing guidelines, which may require vaccination. As required by applicable law, Novartis will consider requests for reasonable accommodation for those unable to be vaccinated. This requirement is subject to applicable state and local laws and may not be applicable to employees working in certain jurisdictions. Please send accommodation requests to Eh.occupationalhealth@novartis.com.

The salary for this position is expected to range between \$145,600 and \$270,400 per year. Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards. US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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 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
Universal Hierarchy Node

地点
USA

状态
New Jersey

站点
East Hanover

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

Functional Area
Marketing

Job Type
Full time

Employment Type

Regular

Shift Work
No

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