

AD, Patient & Community Liaison Northeast - REMOTE

Job ID
REQ-10083010

7月 09, 2026

USA

Available in: English

摘要

#LI- Remote

The Patient and Community Liaison (PCL) is a pivotal patient and caregiver-facing role that serves as a trusted partner to the Duchenne Muscular Dystrophy (DMD) and Spinal Muscular Atrophy (SMA) communities, fostering meaningful relationships with patients, caregivers, and advocacy organizations. Through live and virtual engagements, the PCL delivers impactful education on DMD, SMA, gene therapy, and Novartis therapies while elevating the voice of the patient community across the organization. Insights gathered from stakeholders are shared with Advocacy, Marketing Strategy, and Product Strategy teams to help shape programs, resources, and market strategies that enhance the patient experience and support business objectives.

This position can be based remotely in the following Northeast U.S. states: New York, New Jersey, Massachusetts, New Hampshire, Maine, Vermont, Rhode Island, Ohio or Michigan (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 70% travel with weekend travel required.

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 DMD or 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.
- Develop relationships with local advocacy chapter leads and attend events throughout the country by hosting the Novartis table, meeting with DMD or SMA families, answering questions and delivering presentations. The majority of live events are held on weekends.
- Reactively respond to virtual inquiries from patients and/or caregivers that come through via phone or email.
- Hold virtual meetings with local patient advocacy leads and/or local communities to provide education; these events may occur on weekends or weekdays after hours.
- Provide insights/learnings to cross functional teams to help support development of educational materials, presentations, and resources to further patient and caregiver understanding. Identify gaps in patient and caregiver knowledge and provide recommendations for improving educational content.
- 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 for tactical plan, budgeting, etc.
- Maintain high scientific and current knowledge about responsible products and therapeutic areas and maintain working knowledge of required platforms and processes (Concur, Salesforce, FUSE, etc.).

Essential Requirements:

- Bachelor ' s degree in healthcare (i.e. social work, genetic counseling) education, or a related field
- At least 5 years of experience in patient education, pharmaceutical, or healthcare support roles
- Ability to travel 70% of time, with weekend travel required
- Bilingual (Spanish/English)
- Experience delivering presentations in front of a live audience with exceptional communication/interpersonal skills and ability to connect with diverse populations. Ability to present complex information in an empathetic, clear, and engaging manner.
- 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) with the 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:

- Experience in neuroscience/neuromuscular therapies, gene therapy and rare disease

Novartis Compensation Summary:

The salary for this position is expected to range between \$152,600 and \$283,400 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

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
Marketing

地点
USA

状态
Remote, US

站点
Remote Position (USA)

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

Alternative Location 1
Boston (Massachusetts), Massachusetts, USA

Alternative Location 2
New York City, New York, USA

Alternative Location 3
Newark (New Jersey), New Jersey, USA

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a519ad6f274e484657257", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default:
bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

```
// Ensure the global player registry array always exists, regardless of embed type.  
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =  
thumbEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbEmbed() returns a  
Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to  
capture the player directly. thumbEmbedPromise .then(function(player) {  
window.kalturaPlayerVideos.push(player); // Notify kaltura_data_layer.js that a new player is ready so  
it can // attach custom event listeners immediately, regardless of when // the user clicked the  
thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', {  
detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) {  
console.error(e.message) }
```

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2. <https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf>
3. <mailto:us.reasonableaccommodations@novartis.com>
4. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Remote-Position-USA/AD--Patient---Community-Liaison-Northeast---REMOTEREQ-10083010-1>
5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Remote-Position-USA/AD--Patient---Community-Liaison-Northeast---REMOTEREQ-10083010-1>