NOVARTIS

Associate Director Patient Support Center, Case Management

Job ID
REQ-10092949

十一月 20, 2026

Mexico

摘要

Working under the Director of Case Management, you will be responsible for managing all aspects of Patient Support Center program operations and leading #LI-Hybrid
Location: Mexico City, Insurgentes
Reimagining Medicine Starts With Our People
As the Associate Director, Patient Support Center (PSC) - Case Management, you will lead a team of Program Managers and Case Management Supervisors responsible for delivering an exceptional patient experience across brand-specific support programs.
Reporting to the Director of Case Management, you will serve as the subject matter expert for Case Management operations, ensuring operational excellence, compliance, and achievement of service commitments. You will oversee team performance, coach leaders, drive continuous improvement, and collaborate with cross-functional partners to help patients access and remain on therapy.
This role plays a critical part in supporting the patient journey while helping shape the future of patient support services at Novartis.

About the Role

Key Responsibilities

Team Leadership & Development

- Lead, coach, and develop Program Managers and Case Management Supervisors.
- Foster a high-performing, patient-centric culture focused on collaboration, accountability, and continuous improvement.
- Support talent development, succession planning, and employee engagement initiatives.
- Ensure teams receive ongoing training regarding therapeutic areas, processes, and industry changes.

Operational Excellence

- Oversee daily Patient Support Center Case Management operations.
- Monitor and drive achievement of Service Level Agreements (SLAs), Key Performance Indicators (KPIs), productivity, quality, and compliance metrics.
- Ensure appropriate staffing, workload distribution, and operational coverage across patient, provider, and field-facing activities.
- Identify opportunities to improve processes, efficiency, and overall patient and provider experience.

Program & Stakeholder Management

- Serve as the primary Case Management liaison for assigned patient support programs.
- Act as the single point of contact for key stakeholders supporting the patient journey, including Disease State Teams and Field Reimbursement teams.
- Partner with Training, Documentation, Operations, Technology, Quality, Compliance, and other cross-functional teams to support program success.
- Support program launches, operational enhancements, and strategic initiatives.

Compliance & Quality

- Ensure all activities are conducted in accordance with Novartis policies, procedures, and applicable regulations.
- Partner with Performance, Quality & Excellence teams to monitor and improve team performance.
- Lead coaching, performance reviews, and corrective actions as needed.
- Maintain awareness of industry trends, patient support best practices, privacy regulations, and compliance requirements.
- Ensure timely reporting of adverse events and other compliance-related activities.

Essential Requirements

Education

- Bachelor's degree required.
- Advanced degree preferred (PharmD, RPh, PA, MBA, MPH, or related healthcare discipline).

Experience

- 5+ years of experience within pharmaceutical, biotechnology, patient support services, reimbursement, market access, or healthcare-related environments.
- 2+ years of people leadership experience leading managers, supervisors, or operational teams.
- Experience managing patient support, case management, or access-related programs.
- Experience driving performance through KPIs, SLAs, quality, and operational metrics.

Skills & Capabilities

- Comprehensive knowledge of Case Management and Patient Access Services.
- Strong leadership, coaching, and talent development skills.
- Excellent planning, organization, problem-solving, and decision-making abilities.
- Strong analytical mindset with experience leveraging operational data.
- Ability to collaborate effectively within a matrixed environment.
- Experience leading geographically dispersed teams in both remote and onsite settings.
- Proficiency with CRM platforms (Salesforce preferred) and Microsoft Office tools.
- Advanced English proficiency with demonstrated ability to support meetings, phone interactions, and written communication with U.S.-based patients and stakeholders.

Preferred Qualifications

- Experience leading patient support teams within specialty or rare disease programs.
- 3+ years of direct patient, caregiver, or healthcare provider interaction experience.
- Knowledge of reimbursement, access, and specialty pharmacy processes.
- Understanding of HIPAA and related privacy regulations.
- Experience supporting REMS (Risk Evaluation and Mitigation Strategy) programs.
- Proven ability to drive change and continuous improvement initiatives.
- Strong compliance mindset and track record of ethical leadership.

Commitment to Diversity & Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condici ó n m é dica o discapacidad, necesita una adaptaci ó n razonable para cualquier parte del proceso de contrataci ó n, o para desempe ñ ar las funciones esenciales de un puesto, env í e un correo electr ó nico a tas.mexico@novartis.com y perm í tanos conocer la naturaleza de su solicitud y su informaci ó n de contacto. Incluya el n ú mero de posici ó n en su mensaje.

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

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

部门
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Business Unit
Marketing

地点
Mexico

站点
INSURGENTES

Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmac é utica S.A. de C.V.

Functional Area
Market Access

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6b00ceaaaec0a442205408", 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 = thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() 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 kalturadatalayer.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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