

AD, Patient & Community Liaison - Central US Region

Job ID
REQ-10083010
сен 15, 2026
CША

Сводка

#LI- Remote

This position must be based on the Central region of the U.S. (there may be some restrictions based on legal entity). The Central region includes, PA, OH, WV, KY, TN, MO, AR, MS, AL and FL. 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 with weekend travel required.

The Patient and Community Liaison (PCL) is an important patient and caregiver facing role within the Neuromuscular team, who engages with the Duchenne Muscular Dystrophy (DMD) and Spinal Muscular Atrophy (SMA) communities at live and virtual engagements. The PCL is primarily responsible for engaging with patients, caregivers and local community advocacy partners, while delivering education about DMD, 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 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 several local advocacy chapter leads throughout the country.
- Attend events throughout the country by hosting the Novartis table, meeting with DMD or SMA families, answering questions and delivering presentations. 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 the cross functional 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, Salesforce, FUSE, etc.). Maintain high scientific and current knowledge about responsible products and therapeutic areas. Ensure compliance with all NVS policies and guidance including Code of Conduct and all applicable laws and regulations.

Essential Requirements:

- Bachelor's degree in healthcare (i.e. social work, genetic counseling) education, or a related field
- Minimum of 5 years of experience in patient education, pharmaceutical, or healthcare support roles
- Ability to travel 70% of time (weekend travel required) and reside close to a major airport
- Bilingual (Spanish/English)
- 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:

- 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.

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Alternative Location 2
Louisville (Kentucky), Kentucky, США
Alternative Location 3
Nashville (Tennessee), Tennessee, США
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Маркетинг
Job Type
Full time
Employment Type
Regular
Shift Work
No

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