

AD, Patient & Community Liaison - Central US Region

Job ID

REQ-10083010

Sep 15, 2026

LOC_US

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.

Role Requirements

Division

DIV_IU

Business Unit

Marketing

Location

LOC_US

Site

Remote

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

LOC_US

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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