

Associate Director, Case Management

Job ID

REQ-10087607

Sep 22, 2026

LOC_US

About the Role

Job responsibilities:

- Lead, coach and motivate a dedicated team of Area Specialists aligned to the therapeutic area and/or brand-specific program.
- Responsible for ongoing growth and development of their team, including ensuring completion of training on marketplace and therapy area changes, and managing their performance against set objectives at the PSC.
- Managing the workload and assigned responsibility scope to ensure appropriate coverage of patients, physicians offices, and/or aligned field partners.
- Seeking ways to improve the patient/provider/NPS experience and working cross-functionally with PSC colleagues to develop and implement improvements to the program.
- Serve as therapeutic area Area Specialist/Case Management liaison and single point of contact for the entire patient journey (including coverage and access) for all key stakeholders (e.g. Disease State Team), and Field Reimbursement counterparts.
- Ensuring compliance with Novartis policies and procedures and full integration into the Novartis culture and support resources.
- Oversee a team of Area Specialists, ensuring operational excellence and aligning with SLAs, KPIs, and agent specific metrics.
- Collaboration with the Training and Documentation teams on the design, documentation, and administration of process and systems-based training, including agent simulations and certifications.
- Forming strong partnerships with Central Operations functions for CRM system operations, technical escalations, and optimization.
- Collaboration with PSC teams to monitor compliance and quality performance, across calls and system performance, and ensure monitoring outcomes are executed across the team to positively impact overall performance and compliance. Maintain knowledge of industry trends and best practices.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes

Requirements:

- Bachelor's Degree required; advanced degree preferred, including but not limited to PharmD, RPh, PA, etc.
- This position will collaborate with many individuals across PSC Leaders, PSC Operations, Training, Marketing, Legal, People & Organizations, Ethics Risk Compliance, Service Business Partners
- 5+ years of experience in pharmaceutical, biotech, access/reimbursement, patient support center or related/applicable industry.
- 2+ years of people management/leadership experience.
- Comprehensive knowledge of Case Management and Patient Access Services.
- Successful experience in hiring, developing, and managing diverse high performing teams towards meeting and exceeding objectives.
- Strong leadership, teaching, planning and organizational data and analytics, decision making and problem solving skills.

- Forward thinker who can adapt and grow with the evolving Novartis Patient Support landscape.
- Proficient in Microsoft Office tools and CRM systems (e.g. Salesforce).

Preferred Qualifications:

- Management of a patient support team, with experience in a specialty category a plus.
- 3+ years' experience with direct provider/caregiver/patient interaction.
- Strong compliance mindset, high level of integrity and ethical judgment, demonstrated experience in fostering compliance with company policies and procedures.
- Understanding of privacy laws and regulations including HIPAA and similar state laws.
- Strong ability to collaborate and work cross-functionally within a matrix environment.
- Successful leadership skills managing a team across multiple locations (both remotely and onsite) with direct reports.
- Risk Evaluation and Mitigation Strategy (REMS) Program Experience.

Role Requirements

Division

DIV_IU

Business Unit

Marketing

Location

LOC_US

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

LOC_US

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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