

## Associate Director, Case Management

Job ID  
REQ-10069029

2月 19, 2026

USA

### 摘要

#LI-Remote - Are you a forward-thinker who can adapt and grow with the evolving Novartis Patient Support landscape?

Join Novartis as an AD, Case Management, working under the Director of Case Management, and be responsible for managing all aspects of Patient Support Center program operations and leading a team of Case Manager Supervisors, while holding high level responsibility for management of the Case Manager work responsibilities, ensuring all activities are compliant with Novartis policies and procedures. The AD, Case Management will serve as the subject matter expert (SME) for the Case Manager role and key responsibilities will include monitoring the team ' s activity, achievement of Service Level Agreements (SLAs), Key Performance Indicators (KPIs), productivity/quality, brand specific program ' s operational health and serves as the single point of contact for program needs with key stakeholders.

Location/Travel: This position will be based in East Hanover, NJ, Tempe, AZ, or can be based remotely anywhere in the U.S. (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 up to

20% travel as defined by the business (domestic and/or international).

## About the Role

### Key Responsibilities:

- Lead, coach and motivate a dedicated team of Case Managers aligned to the therapeutic area and/or brand-specific program; responsible for their ongoing growth and development of Navigator 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 and physicians offices, as well as aligned field partners.
- Seeking ways to improve the patient/provider experience and working cross-functionally with PSC colleagues to develop and implement improvements to the program.
- Forming strong partnerships with Central Operations functions for CRM system operations, technical escalations, and optimization.
- Collaborates with Performance, Quality, and Excellence (PQE) to monitor call and system performance of Case Managers. Ensure monitoring outcomes are executed at the individual and team level. Schedule coaching, huddles, and other sessions to positively impact overall performance and compliance of team.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes
- Serve as program 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.
- Collaborate with many individuals including PSC Leaders, PSC Operations, Training, Marketing, Legal, People & Organizations, Ethics Risk Compliance, and Service Business Partners
- Oversee 5-7 Supervisors that directly manage and support a team of 10-14 Case Managers each, 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.

### Essential Requirements:

- Education: Bachelor ' s Degree required; advanced degree preferred, including but not limited to PharmD, RPh, PA, etc.
- 5+ years of experience in pharmaceutical, biotech, access/reimbursement, patient support center or related/applicable industry with 2+ years of people management/leadership experience.
- 3+ years' experience with direct provider/caregiver/patient interaction.
- Comprehensive knowledge of Case Management and Patient Access Services with understanding of privacy laws and regulations including HIPAA and similar state laws.
- Successful experience in hiring, developing, and managing diverse high performing teams

towards meeting and exceeding objectives.

- Strong leadership, teaching, planning and organization, data and analytics, decision making and problem-solving skills.
- Proficient in Microsoft Office tools and CRM systems (e.g. Salesforce).
- Strong ability to collaborate and work cross-functionally within a matrix environment with a high level of integrity and ethical judgment, as well as demonstrated experience in fostering compliance with company policies and procedures.

#### Preferred Qualifications:

- Management of a patient support team, with experience in a specialty category a plus.
- Successful leadership skills managing a team across multiple locations (both remotely and onsite) with direct reports.

#### Novartis Compensation Summary:

The salary for this position is expected to range between \$126,000 and \$234,000 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](mailto: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  
New Jersey

站点  
East Hanover

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

Alternative Location 1  
Remote, Switzerland

Alternative Location 2  
Tempe (Arizona), Arizona, USA

Functional Area  
Sales

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
function adjustKalturaPlayer() { var deviceWidth = window.innerWidth ||
document.documentElement.clientWidth || document.body.clientWidth; var mediaElement =
document.getElementById("kalturaplayer69c23a6314ff6185756520"); var mediaContainer =
mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px";
var originalWidthValue = parseFloat(originalWidth); var originalHeightValue =
parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; // Get computed styles
of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var
finalWidth = parseFloat(parentStyles.width); if (finalWidth <= deviceWidth) { var config = { targetId:
"kalturaplayer69c23a6314ff6185756520", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false,
allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: {
disable: true }, "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 } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false },
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward:
false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = {
position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-
js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true };
config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true };
config.ui.uiComponents = []; 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 } };

```

```
try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
```

```
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var  
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other  
media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); setTimeout(() => {  
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {  
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {  
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===  
'function') { otherPlayer.pause(); } }); }); }); } catch (e) { console.error(e.message) }
```



**VIDEO**

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