

Associate Director, Case Management

Job ID
REQ-10087607

九月 22, 2026

USA

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 a team of Case Manager Supervisors. The AD will serve as the subject matter expert (SME) for the Case Manager role. Key responsibilities will include monitoring the team's activity, achievement of Service Level Agreements (SLAs), Key Performance Indicators (KPIs), productivity and quality.

The AD, Case Management is responsible for the brand specific program's operational health and serves as the single point of contact for program needs with key stakeholders. The AD holds high level responsibility for management of the Case Manager work responsibilities, ensuring all activities are compliant with Novartis policies and procedures.

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 organization, 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.
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- Risk Evaluation and Mitigation Strategy (REMS) Program Experience.

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 \(PDF 30 MB\)](#)

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include the job requisition number in your message.

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Business Unit
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地点
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状态
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站点
East Hanover

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

Alternative Location 1
Arizona, Arizona, USA

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

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var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
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"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 kaltura_data_layer.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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