

# Patient Support Program Manager

Job ID  
REQ-10014711  
Jul 12, 2024  
Canada

## Summary

Location: Montreal, #LI-Hybrid Novartis is unable to offer relocation support for this role; please only apply if this location is accessible for you. About the role: We are looking for experienced and passionate professionals to help us achieve our ambitious mission to reach twice as many patients twice as fast. As a PSP Manager, you will assist in providing leadership to the operational development and management support of a Patient Support Program (PSP). The role reports directly into the PSP Lead and will work closely with the brand cross-functional team. Permanent role, based in Montreal.

## About the Role

### Key Responsibilities:

- Daily oversight and operational management of the PSP by monitoring program goals and key performance indicators (monitor PSP performance)
- Apply related brand strategies and tactics, ensuring the team executes optimally.
- PSP Budget management (tracking and reconciliation)
- Track and monitor program performance as per PSP's KPIs and strive for continuous improvement.
- Communicate PSP performance to key stakeholders and improvement plans, if needed.
- Highlight trends and insights that can be ascertained from the PSP data.
- Recommend continuous improvement initiatives that will drive PSP improvement plans and solutions to optimize patient access to therapy, including digital innovations (speed, quality, cost and productivity)
- Work in collaboration with ESP to find efficiencies
- Build and develop productive working relationships with external service providers and internal cross-functional stakeholders.

### Essential Requirements:

- Bachelor's degree required
- In-depth knowledge of the Canadian healthcare systems (national and provincial) and environment (reimbursement landscape)
- 8+ years of experience in the pharma / healthcare industry
- Demonstrated experience managing PSP operations or Specialty Drug Patient Programs

- Customer & patient focused with a solution-oriented mindset
- Proactive & self-starter
- Strong interpersonal and communication skills
- Act as a change agent and embrace/champion new ways of working

**Desirable Requirements:**

- Pharmacovigilance, compliance and knowledge of Canadian (national and provincial) health care systems and environment is an asset
- Budgeting & financial control management skill set, and Lean Six Sigma certification is an asset

**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>

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<https://talentnetwork.novartis.com/network>

Division

International

Business Unit

Innovative Medicines

Location

Canada

Site

Montreal

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Marketing

Job Type

Full time

Employment Type

Temporary (Fixed Term)

Shift Work

No

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