

# Patient Support Program Lead

Job ID  
REQ-10014709  
Jul 11, 2024  
Canadá

## Resumen

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 Lead, you will be responsible for managing and implementing patient support structures and systems all while achieving KPIs through cross-collaboration efforts with all internal and external stakeholders. The role reports directly into the PSP Strategic Director and will work closely with the brand cross-functional team. Permanent role, based in Montreal.

## About the Role

### Key Responsibilities:

- Oversee the implementation of patient support structures, systems and programs that embrace the voice of patients while identifying efficiencies of scale and scope.
- Lead and develop one PSP Manager who supports the PSP program.
- Align with all internal relevant stakeholders to oversee the operations of his program activities in collaboration with the PSP Operations team or/and with the ESP.
- Proactively source and introduce new technology and innovative ways to support patients during their journey and promote the optimal and safe use of Novartis products and therapies.
- Establish and maintain collaborative alliances with key strategic partners, both internal and external to execute program goals and deliverables.
- Manage patient program budget and monitor resource allocation keeping extended teams informed of status.
- Work closely with CRM / Data Strategy team to prioritize features and improving 1st party data collection
- Work closely with Insights Manager to create specific PSP dashboards & reports

### Essential Requirements:

- 8-10 years of experience in the biopharmaceutical / pharma / healthcare industry
- Superior Business Acumen / Strategic Thinking and Planning
- Agile with strong leadership, collaboration, communication, presentation and negotiation skills
- Initiative, self-motivation and superior organizational and time management skills
- Strong knowledge and understanding of PSP subject with external network to keep abreast of changes in the industry.

### Desirable Requirements:

- Excellent pharmacovigilance, compliance and knowledge of Canadian (national and provincial) health care systems and environment is an asset
- Bilingual: English and French 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>

División

International

Business Unit

Innovative Medicines

Ubicación

Canadá

Sitio

Montreal

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Márketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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