



Patient Support Programs (PSP) Manager



LEO Pharma Canada

LEO Pharma Canada has an amazing family culture with approximately 100 employees (Dermatology and Thrombosis) across Canada who are all dedicated to *Pioneering* new ways of medicine in order for people living with skin conditions and thrombosis to live healthier and more comfortable lives; while ensuring LEO Pharma is a sustainable business. The Head Office for LEO Pharma Canada is located in Toronto (North York), Ontario; however, many employees are field based and work in various Provinces across the wide Canadian geography.

Position Overview

Lead the development of patient support strategy, program design and daily operations of PSP vendor and associated service providers

Span of Control and Reporting Structure

The position holder is accountable for leading development and execution of marketing strategy and tactics for Canadian market, alongside the Global Marketing team, including branding, positioning, campaign visuals and messaging, core claims and all Canadian promotional materials.

The successful candidate will report directly to the VP, Dermatology Sales & Marketing / BUD, Dermatology

Responsibilities:

- Contribute to development of LEO patient access strategy, identification of PSP partner, and construction of a best in class patient support program.
- Daily oversight and management of the PSP by monitoring program goals and key performance indicators.
- Ensure PSS performance is communicated to key stakeholders by implementing performance dashboard and improvement plans as needed.
- Lead continuous improvement initiatives that will drive program enhancements to optimize patient access to therapies
- Attend commercial and other relevant business-related meetings.
- Build and develop productive working relationships with external service providers and internal cross-functional stakeholders, such as PSS vendors, specialty pharmacies and internal commercial operations, medical and access teams.
- Ensure effective and compliant implementation of Patient Financial Assistance programs and other service offerings as required.,
- Complete all company-based and job-related training as assigned by LEO Pharma within the required timeline.

Pharmacovigilance & Compliance with Adverse Events

- Recognize that PV cases may come to your knowledge in this role and fulfil the responsibility to forward any adverse event and patient safety cases to the local Pharmacovigilance department in accordance with company policies



General

- Ensure compliance with appropriate SOP's, policies and guidelines
- Complete mandatory training in assigned timelines upon hire as well as when new policies, SOP's, guidance are issued
- Participate in personal development and training sessions as required for the position
- Work in a safe manner that does not endanger yourself or co-workers. Report any health or safety concerns (internal and external) in compliance with LEO policy and standard procedures
- Strive to consistently uphold LEO Pharma's core values
- Execute other duties as may be required by Executive team members and other members of LEO Pharma's Management team as training and experience allow

Qualifications:

- Bachelor's Degree required.
- Minimum 5 years of working in the pharma/biotech space, with at least 3+ years leading in patient support programs required.
- Demonstrated experience developing and managing manufacturer PSP operations or specialty drug patient programs.
- Strong track record of cross-functional leadership.
- Understanding of the dermatology market and the specific access support needs for patients with biologics and rare diseases.
- In depth knowledge of pharmaceutical manufacturer compliance, patient confidentiality, product reimbursement and product access requirements.
- Knowledge of regulations and laws governing the protection of patient identifying information
- Proven track record developing and delivering patient support and reimbursement solutions in a high impact and cost-effective way.
- Strategic thinker with strong analytical skills and a careful attention to detail
- Must be a true team player and work collaboratively with key internal stakeholders within both LEO Canada and LEO Global.
- Proactive, results oriented, self-starter with a solution-oriented mind set
- Must adhere to LEO Pharma's core values, policies, procedures and business ethics.
- Must be able to perform all essential functions of the position, with or without reasonable accommodation.

Capabilities and Competencies:

Competency	Behavioural Indicators
Stakeholder Focus	Drive for Results
Strategic Mindset	Situational Adaptability
Being resilient	Manager Complexity
Manages Ambiguity	

Working Conditions:

- Normal business working environment.
- This role may require up to 15% travel subject to relevant travel guidelines in effect as per Company and/or country restrictions

Interview Process:



At LEO Pharma, finding the right person to join our organization is very important to us. As such, we conduct a very thorough interview process which allows both us and each candidate to assess fit with the company and the job. Below is an overview of the various steps that we take along our journey:

STEP	Details
Behavioural Assessments	Each candidate chosen for an interview is asked to complete various behavioural assessments (i.e. Insights Discovery) in order to provide LEO Pharma with a platform to engage and guides in further discussions about your match with the job. Results are shared with each candidate during the process.
Interview with Human Resources	You will be in contact with someone in Human Resources who will contact you for initial pre-screening as well as work with you throughout the entire recruitment process.
Interview with the hiring manager	Short-listed candidates will interview with the hiring manager either in person, phone or Microsoft Teams/FaceTime depending on availability
Final Interview – Presentation	For certain roles top candidate(s) may be asked to come into head office to perform a case study presentation which will be provided to the candidate(s) approximately 5 to 7 days prior to the interview date.
Reference and/or financial background checks	References are conducted for all hires and depending upon the position, a financial background check may also be required (roles in finance and for those with budget management responsibilities)

Application Process:

Please refer to the internal job posting for the internal application process