



## Manager, Patient Navigation Center

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**Title:** Manager, Patient Navigation Center

**Department:** Patient Navigation Center

**Location:** Norwalk, CT

**Position Overview:**

The Patient Navigation Center (PNC) acts as the primary liaison between Multiple Myeloma patients, families, caregivers, and the Multiple Myeloma Research Foundation (MMRF). The Manager of the PNC will be responsible for overseeing the daily operations of the PNC and supervising the RN Patient Navigators on the team. This individual will also be responsible for guiding myeloma patients through their disease journey every step of the way.

The Manager, PNC and RN staff will also offer patients concierge service in the form of resources, suggestions, and information related to their disease. They will help patients engage with the MMRF via several new and ongoing initiatives and will be responsible for other related tasks such as researching available resources, information, and materials that will provide value to patients. The Manager, PNC will also act as project manager for various initiatives and interface with the research, clinical, database, and marketing departments to complete assigned internal objectives that relate to patient communications.

Management of patient communications about CureCloud is a major component of this role. CureCloud is an IRB-approved, direct-to-patient longitudinal observational clinical trial sponsored by the MMRF. This project will amass clinical, laboratory, and research data on 5000 multiple myeloma patients at every phase of the disease. The PNC manager will be primarily responsible for responding to clinical and clinical research questions from CureCloud subjects and working with the CureCloud Operations Team to address technical and logistic issues. The Manager is expected to be the primary point of contact and will distribute these duties equitably to her-/himself and the PNC staff.

**Essential Functions:**

- Oversee the daily operations of the Patient Navigation Center; Hire, train and supervise the RN Patient Navigator team
- Respond to incoming calls from patients in a courteous and professional manner; provide requested information and answer caller questions; manage patient inbox and reply to emails
- If necessary, perform research offline and return calls to provide requested information
- Utilize the CRM (client relationship management system) functions to manage and track patient interactions and PNC operations such as Service Cloud, Knowledge Base, and Communities into Patient Support Center operations
- Handle patient requests from the MMRF development team
- Provide emailed and printed (shipped) materials to patients upon request

- Aid patients interested in the Molecular Profiling Protocol, MyDRUG, MyCheckpoint, or other clinical trials they may eligible for and connect them via warm transfer to participating MMRC sites
- Track referrals to MMRC sites, provide reports on how many patients were referred to each site and why referral occurred
- Act as primary point of contact for CureCloud subjects to educate patients about the study, address clinical questions, and to liaise with the CureCloud Operational Team to address technical issues
- Work with the CureCloud Operations Team to develop necessary platforms and perform functions related to physician and patient interaction with and enrollment in the registry
- Aid patients who are interested in signing up for the MMRF CureCloud; enter their information into salesforce and help with registration process; track and curate the registration process to ensure a good experience for every patient
- Stay abreast of new developments in myeloma regarding available resources
- Attend training provided by pharmaceutical company and other partners to become familiar with updated information on new drug approvals and indications, and any other pertinent information
- Attend additional training related to nursing licensure and call center operations as required

**Qualifications:**

- RN with 5+ years of oncology experience; knowledge of myeloma and hematological cancers a plus
- RN with 5+ years of supervisory experience; 2+ years of clinical research experience is preferred
- Strong internet research skills required
- Proficiency with Microsoft Office (Outlook, Word, PowerPoint, Excel)
- Prior work in clinical trials a plus
- Experience with Salesforce database a plus
- Strong commitment to customer service
- Flexibility to adapt to evolving job roles within the organization
- Enthusiasm for multitasking and working in a fast-paced and evolving work environment
- Attention to detail
- Ability to establish and maintain patient relationships
- Enthusiasm for learning
- Superb oral communication skills including empathy, patience, active listening
- Superb written communication skills, including ability to translate technical language for a lay audience
- Ability to work flexible hours, which will include Saturdays

The Multiple Myeloma Research Foundation is a non-profit organization.