

## Job Description

<b>Job Title: Director, Patient Services</b>	<b>Reports To: VP Market Access</b>	<b>Date Created: June 20, 2024</b>
<b>Department: Commercial</b>	<b>Job Type:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor	

Soleno Therapeutics, Inc., based in Redwood City, California, is a clinical-stage biopharmaceutical company developing novel therapeutics for the treatment of rare diseases, including Prader-Willi syndrome (PWS). At Soleno, we are driven by the unique and multi-faceted needs of the PWS community. Like these individuals, resilience is part of who we are – it is in our chromosomes – and our team is made up of exceptional colleagues whose collective efforts are woven together to deliver meaningful outcomes, both professionally and for those living with PWS.

We value collaboration, integrity, and respect. These characteristics have allowed us to forge strong, authentic bonds with the caregivers, patients, health care professionals (HCPs) and community members we serve. We are proud to work alongside them every step of the way. Like those living with PWS and their families, we are not deterred by challenges or bumps in the road. In fact, we embrace them and learn from them to defy odds when necessary. We apply this determination and scientific rigor to our all aspects of our business.

Our employees are our most important asset, and we are looking to expand across many functions during this important and pivotal time. We encourage you to join us in making history. **We all share the most important goal of bringing solutions to the PWS community. They are waiting.**

**SUMMARY OF JOB (brief description):** The **Director, Patient Services** role at Soleno requires a passionate, analytical, and collaborative individual focused on building and overseeing the programs and initiatives that support patient access for our product(s). This role will provide both strategic and tactical oversight in the development, implementation, and management of patient service programs in alignment with market needs and the patients we serve. The Director will build highly collaborative working relationships with the broader Patient Services team and other Cross functional stakeholders across commercial, medical, and operations. Externally, the Director will work with various partners to successfully lead strategy and tactical plan execution. This role reports directly to the VP, Market Access.

### RESPONSIBILITIES:

- Lead the development and implementation of our rare disease hub and patient service program, ensuring strong alignment to the needs of our providers, patients and caregivers
- Lead all Patient Services vendor relationships that provide services and programs on behalf of Soleno
- Identify and manage development of appropriate resources required to support services
- Manage vendor relationships and coordinate regular reviews of each program internally in alignment with current industry best practices and program objectives
- Evaluate the effectiveness of patient service programs through metrics and measurement development to achieve program objectives
- Develop clear and measurable KPIs that align to company goals
- Develop strategies to improve patient access and address barriers through collaborative alignment with multiple internal teams
- Ensure regulatory compliance of programs and materials
- Provide insights and education to Sr. Leadership on patient service trends and performance
- Identify strategic initiatives through active monitoring of industry trends to ensure patient support programs anticipate patient support needs and deliver best in class solutions
- Consistently execute multiple projects in an on time and on budget manner
- Other duties as assigned

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### QUALIFICATIONS:

- Undergraduate Degree and 10 + years of increasing experience in Biotech or Pharmaceutical industry with focus in Patient Services programs for rare/orphan and specialty products
- Demonstrated record of success in leading and building Patient Services and hub related operations
- Product launch and pre-approval commercialization experience preferred
- Ability to thrive in a start-up environment and prepared to assume roles and responsibilities outside of traditional job functions
- Expertise in the Patient Services environment for rare/orphan, specialty products, limited distribution networks and hub services
- Exceptional planning, priority setting, negotiation, project management, and relationship building skills
- Strong customer orientation: a passion for patients and caregiver community
- Thrive on collaboration and ability to influence in a matrix environment
- Friendly, perseverant, flexible, collaborative and confident
- Strong results orientation and a sense of urgency to get things done
- Ability to work successfully in a dynamic, fast paced, team-oriented environment
- Ability to travel up to 50%
- Home Office based role preferred

Salary Range: \$200k - \$265k (Actual salary at the time of hire may vary and may be above or below the range based on various factors, including, but not limited to, the candidate's relevant qualifications, skills, and experience, as well as the location where this position may be filled.)

Please submit resumes to Soleno Therapeutics, Inc. at [hr@solenolife.com](mailto:hr@solenolife.com).