



**NORTH EAST MEDICAL SERVICES (NEMS)  
VOLUNTEER POSITION DESCRIPTION**

**Title:** NEMS Management Services Organization (MSO) Volunteer  
**Location(s):** 728 Pacific Ave 1<sup>st</sup> Floor, San Francisco, CA 94133  
**Host Name:** MSO UM/QI Manager

**SUMMARY OF VOLUNTEER POSITION:**

In 2002, NEMS formed a Management Services Organization (MSO) to provide medical management services for Medi-Cal and Medicare members enrolled in a managed care plan and selected a NEMS network. The NEMS MSO volunteer program will expose individuals who are interested in pursuing a career in health care administration, managed care, and/or insurance.

**ESSENTIAL FUNCTIONS:**

- Help staff with tabling activities at patient engagement events held every Tuesday (9 am – 5 pm), such as event set up, member check-in, promotional items distribution, etc.
- Direct patients to the appropriate MSO team member.
- Answer simple, informational questions regarding different programs (i.e. MSO, ACO REACH, etc.)
- Work on miscellaneous projects, as needed.

**PREFERRED QUALIFICATIONS:**

- At least 16 years old
- Fluency in Cantonese and/or Mandarin
- Customer service oriented

**LANGUAGE:**

Fluency in English is required.  
 Fluency in Chinese (any dialect) is preferred.

**This is a volunteer position.** I, the undersigned, acknowledge that I have read, understood, and accepted this position description and am able to perform these essential job functions without restrictions. I also understand that it may be modified from time to time.

Volunteer Print Name	Volunteer Signature	Date
If Minor, Parent/Guardian Name	Parent/Guardian Signature	Date
Volunteer Coordinator Name	Volunteer Coordinator Signature	Date



## NORTH EAST MEDICAL SERVICES (NEMS) VOLUNTEER POSITION DESCRIPTION

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NEMS Host Name

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NEMS Host Title

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NEMS Host Signature

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Date