Title: NEMS Management Services Organization (MSO) Volunteer
Location(s): 728 Pacific Ave 1st 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

_________________________ __________________________
NEMS Host Name    NEMS Host Title

_________________________ __________________________
NEMS Host Signature  Date