



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

**Title:** NEMS Management Services Organization (MSO) Volunteer  
**Location(s):** 1290 E 14<sup>th</sup> St, San Leandro, CA 94577  
**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 light office and administrative tasks, such as opening mail, packaging orders, stocking inventory, etc.
- Direct patients to appropriate MSO team
- Answer simple informational questions regarding different MSO programs (ie. MSO, ACO REACH, etc.)
- Work on miscellaneous projects, as needed.

**PREFERRED QUALIFICATIONS:**

- At least 16 years old
- Fluency in Cantonese and/or Mandarin
- Ability to travel to the San Leandro office

**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 the volunteer is under 18 years of age, please also have your parent/guardian sign below:*

\_\_\_\_\_  
Parent/Guardian Name

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date



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

\_\_\_\_\_  
Volunteer Coordinator Name

\_\_\_\_\_  
Volunteer Coordinator Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
NEMS Host Name

\_\_\_\_\_  
NEMS Host Title

\_\_\_\_\_  
NEMS Host Signature

\_\_\_\_\_  
Date