Title: NEMS Management Services Organization (MSO) Volunteer
Location(s): 1290 E 14th 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