NORTH EAST MEDICAL SERVICES
東 北 醫 療 中 心

NORTH EAST MEDICAL SERVICES (NEMS)
VOLUNTEER POSITION DESCRIPTION

Title: NEMS Management Services Organization (MSO) Volunteer
Location(s): 1710 Gilbreth Road, Burlingame, CA 94010
Host Name: MSO Associate Director

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 Burlingame 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

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_____	_____	_____
Volunteer Coordinator Name	Volunteer Coordinator Signature	Date
_____	_____	
NEMS Host Name	NEMS Host Title	
_____	_____	
NEMS Host Signature	Date	