



## **Volunteer Position Description**

### **Case Worker**

#### **Volunteer Position Overview:**

To provide compassionate, Christ-centered support to individuals and families navigating life challenges, serving as a bridge between New Birth, resources, and the community. The Case Worker equips and empowers individuals by assessing needs, offering guidance, and engaging them with appropriate support services – internally and externally.

#### **Key Responsibilities:**

- Serve as the initial point of contact for congregants and community members seeking assistance.
- Conduct intake assessments to identify emotional, spiritual, financial and practical needs.
- Collaborate with Care Ministries staff, ministry leaders and outreach partners to develop care plans.
- Maintains ongoing contact with individuals to ensure progress and offer continued encouragement.
- Document case notes and referrals using church-approved systems while maintaining confidentiality.
- Support emergency response efforts (benevolence, crisis referrals, food/clothing support, etc.).
- Attend training and team group meetings with the Care Ministry.

#### **Qualifications:**

- Background in social work, counseling, ministry, or a related field is a plus (not required).
- Strong interpersonal, listening, and problem-solving skills.
- Confidential, reliable, and able to maintain healthy boundaries.
- Comfortable praying with and for individuals.
- Excellent written and verbal communication skills.
- Ability to understand and convey New Birth's mission and programs.
- Proficiency in Microsoft Office Suite.
- Must complete volunteer onboarding, background check, and any church-required training

**Candidate Competencies:**

- A committed Christian who supports the mission, vision, and values of the church.
  - Servant-hearted with a collaborative spirit.
  - Strong interpersonal skills with a passion for building relationships.
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**PROFESSIONAL VOLUNTEER**

The engagement as a Volunteer is not considered employment and the Volunteer is not entitled to any compensation or other employment benefits.

Submit resume to: [PROVOLUNTEERS@NEWBIRTH.ORG](mailto:PROVOLUNTEERS@NEWBIRTH.ORG)

Those whose qualifications most closely align with our needs will be contacted to move forward in the selection process.

No phone calls will be accepted.