

**Job Title:** New Day Urban Ministries Case Worker  
**Reports to:** New Day Urban Ministries Director  
**FLSA Classification:** Part-Time, Non-Exempt

**SUMMARY OF POSITION**

The New Day Case Worker will demonstrate a consistent and enthusiastic commitment to Jesus Christ and support the New Day Urban Ministries mission of the Presbytery of San Diego. The New Day Case Worker's primary responsibility is to provide direct assistance to urgent human needs for the New Day Urban Ministries, a mission project of the Presbytery of San Diego. The New Day Case Worker works with the New Day Urban Ministries Director, staff, volunteers, and Presbytery staff and members.

**ESSENTIAL RESPONSIBILITIES**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A. Direct services to clients
  - a. Interviews clients to determine their needs and eligibility.
  - b. Makes referrals to proper agencies.
  - c. Assists clients in preparing forms when appropriate.
  - d. May be requested to make home visits or advocacy visits on behalf of casework clients.
- B. Administrative
  - a. Maintain and safeguard following established procedures for all administrative and client records.
  - b. Prepare correspondence and document copies.
  - c. Assists in preparing monthly and annual statistics and reports.
  - d. Provides receptionist/intake assistance as required.
  - e. Assists the Director in developing a training manual and assists in the training of volunteers for work assignments and related skills.
  - f. Supports a team atmosphere and the shared responsibility of agency goals and policies.
- C. Other duties connected with achieving the New-Day mission as assigned.

**COMPETENCIES**

- A. Understands and is familiar with the Christian faith and honors the heritage of the programs and policies of the New Day Urban Ministries, the Presbytery of San Diego, and the Presbyterian Church (USA).
- B. Demonstrates Christian care, discernment, and respect in all interactions with New Day Urban Ministries guests, staff, volunteers, Presbytery staff and members, contractors, and the community.
- C. Demonstrates a working knowledge of social work philosophies and techniques.
- D. Understands and sensitivity to issues related to the less fortunate.

- E. Ability to communicate effectively, both orally and in writing, in the English language to communicate with staff, guests, and visitors.
- F. Able to work cross-culturally with racial and ethnic minorities and work non-judgmentally with those persons in a personal crisis.
- G. Demonstrate ethical conduct and the ability to always maintain confidentiality in accordance with the Employee Handbook.
- H. Dependable, organized, and self-starting; able to successfully work independently.
- I. Team-oriented; able to work collaboratively with a wide variety of people, staff, guests, volunteers, and Presbytery staff.
- J. Capable of balancing and prioritizing workload to successfully execute goals in a timely manner.
- K. Exhibit solid interpersonal, planning, and evaluating skills.
- L. Effectively and efficiently perform administrative duties in support of ministerial responsibilities.
- M. Open to new ideas, creative, adaptable to further information, opportunities, and changing conditions; is willing to take risks as needed to achieve goals.
- N. Possess computer proficiency skills, including document preparation using Word, record-keeping, FileMaker, Excel, and Employee portal. Microsoft and Google applications.

**REQUIRED EDUCATION AND EXPERIENCE**

- A. Has a recognized Bachelor of Social Work degree or the equivalent.
- B. Has two years' experience in social work or related employment.
- C. Knows, or would quickly learn, the social work/services resources in San Diego and the surrounding area.
- D. Understanding of Casework principles and implementation is very desirable.
- E. Bilingual Spanish/English desirable.
- F. Must have a current valid license to drive in California and maintain California-required auto insurance.

**SUPERVISORY RESPONSIBILITY**

This position has supervisory responsibilities for volunteers and no staff.

**ENVIRONMENTAL CONDITIONS**

- A. Indoors and outdoors environment with some exposure to noise, dust, fumes, vibrations, and temperature changes at least seventy-five percent (75%) of the time.
- B. Infrequent work at a fast pace with unscheduled interruptions.
- C. Frequent computer use at workstation up to two hours at a time.
- D. Public contact position requiring appropriate work apparel.

**PHYSICAL DEMANDS**

- A. Mobility within the property and facilities.
- B. Ability to sit, stand, walk and bend.
- C. Ability to lift 25 pounds.
- D. Access information using a computer.

**EQUIPMENT**

- A. Desktop or laptop computer or iPad.
- B. Telephone
- C. Electronic Media devices.
- D. Printing Equipment

**POSITION TYPE/EXPECTED HOURS OF WORK**

This is a part-time, at-will position expected to be an average of 24 hours per week. Flexibility in the schedule based on ministry needs with occasional pre-scheduled Saturday work. The New Day Urban Ministries Director can discuss days and hours of work.

**TRAVEL**

Occasional travel within San Diego County may be required less than 20% of the time.

**POSITION TYPE/EXPECTED HOURS OF WORK**

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. The responsibilities summarized in this job description may be revised by the New Day Urban Ministries Director, New Day Ministries Committee, and Human Resources Committee of the Presbytery of San Diego at any time.

Benefits, as applicable, by the Employee Handbook.

**SIGNATURES**

This job description has been reviewed and approved by the Human Relations Committee of the Presbytery of San Diego on March 12, 2022.

Reviewed with employee on \_\_\_\_\_ by \_\_\_\_\_.  
*Date*

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Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_