

Team Member

Culture Guide





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Culture is formed by what you design it to be or what you allow it to be.

Our goal is to be intentional about creating a culture at Rock Church that provides clarity and consistency for all of our team members.

At Rock Church, everyone who serves this house is part of **The Team**. Whether you are a staff member or volunteer, you are a vital part of this family! We believe our volunteer team members are a critical extension of our staff, and we want you to know every role is important and helps achieve our mission!

This is your guide to the culture and language of Rock Church.



Vision & Mission

Vision Statement

Establish **Pervasive Hope.**

Since the beginning, we've been committed to "Establishing Global Pervasive Hope" — the courageous belief that for every way a person can be lost, there is a practical way for you to be found, no matter where you have ended up. Because of the gospel, hope is an endless fountain that can continually pervade every corner of your life.

But you shall receive power when the Holy Spirit comes upon you; and you shall be witnesses to Me in Jerusalem, and in all Judea and Samaria, and to the end of the earth.

Acts 1:8

Mission Statement

Make disciples who **Know God, Grow in Community, and Make a Difference.**

Know God

We believe that God has called us to know Him and make Him known. At Rock Church, this happens on Sunday, in one-on-one relationships, online, and through outreach.

Grow in Community

We believe that people thrive in life-giving relationships. At Rock Church, this happens in Groups and through courses and opportunities within Rock University.

Make a Difference

We believe that God has called us to Do Something with our unique gifts and talents to positively impact the Kingdom of God. At Rock Church, this happens by joining the team.

Values



Core Values

Our core values express our focus and priorities at Rock Church. Our mission is to make disciples who Know God, Grow in Community, and Make a Difference. These core values further define how we accomplish the mission and they represent a collective answer to “why we do it.”

Jesus is our Message

Everywhere we go and in everything we do, Jesus is our message. We exist to proclaim the good news and hope of Jesus Christ.

Love is our Motivation

We are moved by God’s love, and we seek to reflect His love in everything we do.

Prayer is our Priority

Prayer is our first response, not a last resort. We prioritize prayer because it is our lifeline connection to God.

Worship is our Posture

We passionately pursue a posture of worship because everything we have comes from God. We acknowledge that Jesus gave it all for each and every one of us, so we worship in thanksgiving and praise.

People are our Focus

We recognize that people matter the most, so we focus on helping people Know God, Grow in Community, and Make a Difference in the world around them. We are better together, and our desire is that everyone is part of a life-giving community at Rock Church.

Discipleship is our Calling

We are called first to be and then to make disciples of Jesus. It is the highest calling to be a disciple of Christ, and we strive to become conformed into the image of Christ through discipleship.

Do Something is our Response

In response to our faith in Jesus, we acknowledge that there are good works that God has prepared for us that will positively impact the world around us.

Generosity is our Privilege

God calls us to live generously in response to all that He has given for us. It is a privilege to be generous with our time, talent, and treasure to advance the Kingdom of God.



Team Values

If our core values define “why we do it,” our team values define “how we do it.” Our team values express how we live out our callings at Rock Church. These team values aren’t just things we say, they’re who we are, and they’ll help us carry the heartbeat of our church into every sphere of influence God places us.

WE STAY LOW – *it's about Humility*

We acknowledge that it’s a privilege to be a part of this team, and we thank God for choosing us! We make an effort to remain humble in everything we do, and we give God the glory for all that He does.

WE GO ALL IN – *it's about Commitment*

We are all in for what God is doing in and through Rock Church. We participate, we give, we serve, and we lead by example.

WE WIN TOGETHER – *it's about Unity and Honor*

We emphasize “we” over “me” and are committed to our “purpose” rather than our “preference.” We serve a common mission and vision while prioritizing a culture of honor. This is a ministry, and our job titles and duties ebb and flow with the needs of the house. We do what needs to be done to help advance the Kingdom! **#OneHouseOneHeart**

WE ADAPT – *it's about Flexibility*

We stay flexible in this fast-paced, evolving atmosphere that is Rock Church. We do our best to plan ahead, and we stay ready for changes while we believe the best about everyone and every situation.

WE WORK HEALTHY – *it's about Rhythms*

We diligently pursue a healthy rhythm of work, service, rest, and celebration. When we’re “on,” we’re on, and when we’re “off,” we’re off. It’s our responsibility to honor the sabbath and take time to rest and refresh ourselves.



Rock Church Standards

Rock Church Standards

Our standards help ensure clarity and consistency in every area of ministry. We are all here to help move the mission and vision forward. By implementing and adhering to these standards, we'll ensure that our environments are ready for people to Know God, Grow in Community, and Make a Difference.

CONTEXT	FOCUS	EXPECTATION
Gatherings	We create a distraction-free environment for people to experience God.	Be the hands and feet that lead someone into the presence of God.
Engagement	Everyone has a next step.	Take ownership to know the process and lead people to their next step.
Commitment	We are all in for what God is doing in and through Rock Church.	We participate, we give, we serve and we lead by example.
Follow-up	Everyone is important and no one slips through the cracks.	We make it a priority to ensure that everyone gets a response to any inquiry.

Team Standards

Our goal is to provide consistency and clarity throughout every area of ministry at Rock Church. In order to achieve that goal, we've developed this culture guide as an introduction and overview of our culture at Rock Church. In addition to the culture guide, there are other documents that will support the effort to provide consistency and clarity. Our Team Member Playbook will have much more detailed information for each of the areas discussed below but this section of the culture guide should serve as an introduction to the standards for serving and leading at Rock Church.

Healthy Discipleship Characteristics

As team members, we have to lead by example in every area of ministry. As our team values indicate, we have to be All In for what God is doing in and through Rock Church. Below is a list of healthy discipleship characteristics that we will use to measure spiritual health for our congregation so as team members, we should be leading the charge in each of these areas.

- Knows and obeys God's word
- Engaged in actively sharing the gospel
- Motivated by love for God and others
- Prioritizes prayer for self and others
- Pursues a posture of worship
- Lives a life empowered by the Holy Spirit
- Uses gifts to serve others
- Faithfully expresses generosity
- Establishes healthy relationships and community
- Makes disciples that multiply

Team Member Serve Standards

These are the requirements for team members at Rock Church. The goal is to create unity, clarity, and consistency throughout the team so that we can work together to help execute the mission and vision of our church. The Team Member Playbook:

- Submit the Join the Team serve form
 - Attend LIFE Class & Complete Background Check
 - Team Member Documents & Interview
 - Complete all phases of team member onboarding process & training
 - Serve a minimum of 2 Sundays per month
 - Attend team member check-in meeting after 90 days of serving
 - Serve 1 service and attend 1 service on Sundays that you are serving
 - Attend Enrichments/Team Member Nights/Regular 1:1's with Team Leader
 - Complete 2 new steps on the Discipleship Pathway each year
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Team Leader Standards

These are the requirements for becoming a Team Leader/Captain/Coach at Rock Church.

- Complete all Team Member Serve Standards
 - Attend Encounter before leading
 - Complete Leadership Training at appropriate level
 - Complete Leadership Interview
 - Complete Group leader training
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Team Leadership Structure

Our leadership structure is designed to bring clarity to the roles and responsibilities for our staff and team members. By clearly defining a leadership structure that spans the entire organization and every ministry team, we can ensure consistency in how ministry is being executed across the organization.

- **Senior Pastor** (staff) - Determines mission and vision and establishes the overall direction of the church.
- **Executive Team** (staff) - Ensures the effective execution of the mission and vision across all areas of the church.
- **Staff** (staff) - Develop and deploy strategies to ensure the overall effective execution of the mission and vision in specific areas of ministry.
- **Coach** (volunteer) - Ensure team captains are equipped, resourced, and engaged in the strategies for effective execution of the mission and vision in specific areas of ministry.
- **Team Captain** (volunteer) - Develop and ensure team leaders are facilitating and implementing the strategies for effective execution of the mission and vision in specific areas of ministry.
- **Team Leader** (volunteer) - Develop and ensure team members are performing the specific tasks that are designed to ensure the effective execution of the mission and vision in specific areas of ministry.
- **Team Member** (volunteer) - Execute the specific tasks that are designed to ensure the effective execution of the mission and vision in specific areas of ministry.

Language

Words can either carry a culture or counteract it. Here at Rock Church, we are intentional with what we say and how we say it. Below are some phrases we want to be very intentional about so we can be consistent and clear about accomplishing the mission and vision of our church.

~~Don't Say~~ Do Say

“The” Rock Church	Rock Church
“Me” or “Mine”	“We” or “Ours”
Volunteer	Team Member
I have to do it	I get to do it
I have to be here	I get to be here
I have to give	I get to give
Band/Singers	Worship Team
I don’t know	Let me find out for you
Childcare	Rock Kids/Children’s Ministry
Visitor	First Time Guest
Is this your first time here?	How long have you been attending?
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Culture Statements

- We go All In!
- Everyone stacks chairs.
- It’s a privilege to be a part of this team; thank You, God, for choosing me.
- We stay low.
- One House, One Heart.
- Everyone has a next step.
- Say it when you see it! (celebration and feedback)
- We don’t recruit people, we discover people.
- We don’t give to the church, we give through the church.
- We’re a Do Something church!
- One church, many locations
- Who’s the man? Jesus!
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