



The Rock Jonesboro

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Member Handbook



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MISSION & VALUES

Church Mission Statement

Exalt Christ

Heal the Hurting

Mature the Believer

Church Core Values

We Value Every Person

We are Real

We are One

We Serve Together

We Believe for the Best

Church Honor Code

We hold firm to a set of guiding principles that define our character and uphold the essence of who we are as a community of faith. This Honor Code is a reflection of our commitment to these principles, which inspire us to maintain a standard in alignment with the path that God has called us to as His devoted followers.

At The Rock, embodying the core values of "We believe for the best," "We are one," "We serve together," "We are real," and "We value every person" is at the heart of being a servant leader. Your role here is not just about leadership; it's about nurturing mature Christian behavior that stems from a genuine desire to serve. As you engage with the Body of Christ and our wider community, you undertake the responsibility to consistently present yourself with dignity. In both your conduct and appearance, the aspiration is to exemplify the teachings of the Bible in every circumstance. By embodying these values, we

not only reflect our own character but also how others perceive Christ through us.

To uphold our values, leaders at The Rock are called to maintain a disciplined life of personal devotion, rooted in regular engagement with God's Word, prayer, fasting, and steadfast participation in weekend services. Additionally, we commit to abstaining from:

>> Ungodly speech (*Ephesians 4:29*)

>> Drunkenness (*Ephesians 5:18*)

>> Dishonest gain (*Proverbs 28:20, Proverbs 11:1, Proverbs 13:11*)

>> Illegal drugs (*I Corinthians 6:19-20*)

>> Posting to social media things that would reflect negatively on you as a leader (*I Thessalonians 5:22*)

>> Pornography (*Colossians 3:5, Ephesians 5:3, I John 2:16*)

>> Sexual immorality (*I Thessalonians 4:3-5, I Corinthians 6:18*)

>> All behaviors which might cause Christ to grieve and others to stumble (*I Corinthians 8:13*)

Through our words and actions, we serve as living examples, encouraging others to embrace Christ's teachings and embrace the role of servant leadership. This commitment becomes a way of life, shaped by the fusion of our core values and the dedication of each leader within The Rock community. Rather than a burden, we consider it an essential aspect of our growth, allowing us to manifest our values and character with authenticity.

Clothing & Appearance Policy

As a representative of the Frontline Team, your appearance should reflect a heart of service and respect for those we lead and welcome. We ask all team members to dress in a way that is modest, clean, and appropriate for the setting.

Guidelines:

- No shorts are permitted while serving.
- Clothing should be modest and appropriate, avoiding anything too tight, revealing, or distracting. This includes avoiding short skirts or dresses that may be too high above the knee when standing or sitting.
- Avoid large logos or brand names that draw attention or detract from a unified, ministry-focused presence.
- Grooming and cleanliness matter—please come well-kept and ready to serve with excellence.
- Clothes should be clean and presentable, in a style that supports a welcoming and distraction-free environment.
- Shoes must be worn on stage during all services and events.

Our goal is to remove distractions and create a space where people can encounter Jesus. If you're ever unsure whether something is appropriate to wear, feel free to ask a team leader.

Frontline Team Commitments

1. **Serving:** We love serving our community of believers. We have giving hearts that put others above ourselves.
2. **Learning:** We don't believe we have ever 'arrived' or attained 'perfection'. We consistently learn and train to be better stewards of our gifts.
3. **Humility:** We know that God is the vine and we are the branches. Apart from Him we can do nothing. All of us are of equal value in God's Kingdom and we act in a manner that reflects this truth.
4. **Excellence:** Out of our love for worshiping God and leading His church we work hard to give our absolute best.
5. **Devotion:** We cannot be effective worship leaders if we are not walking in a consistent relationship with Christ. Regular study and prayer is of paramount importance for a Frontline Team Member.
6. **Ownership:** Every member has giftings that they bring to the table. We use our gifts to problem solve, equip, and serve. Being a Frontline Team Member means we take on the weight and responsibility of this ministry.
7. **Others:** We understand the importance of valuing others. We celebrate one another's wins. We speak life into our teammates.
8. **Unity:** We are one team. Brothers and sisters united in one cause of leading and serving our local church. We stand together in our calling. We NEVER gossip, slander, or belittle one another. We love our team members the way Christ loves us.
9. **Fun:** We don't take ourselves too seriously. We purposefully create a fun atmosphere where teammates can recharge and feel refreshed after being together.
10. **The Church:** Our heart is to be a part of what God is doing in this church. We put our love for the church above our own preferences, wants, or wishes. Our goal is to serve and bless this community however God chooses to use us.

Social Media & Public Discourse Policy

As members of Frontline Worship, we are entrusted with the responsibility of leading a diverse congregation in worship. Our church family includes individuals of varying backgrounds, beliefs, and perspectives—political, social, and cultural. Because of this diversity, our words and actions, both on and off the platform, have significant influence.

Frontline members are expected to exercise discretion, wisdom, and maturity in all public communication, including social media activity. This includes posts, comments, shares, and online discussions. While every individual has the right to personal opinions and expression, effective spiritual leadership sometimes requires voluntarily limiting certain freedoms for the sake of those we lead.

Content that may be perceived as divisive, argumentative, or politically charged can hinder the congregation's ability to worship freely and to receive ministry from those on the platform. Therefore, members should refrain from public posts or comments that could create unnecessary offense, division, or distraction within the body of Christ.

Before engaging online, members are encouraged to consider the following questions:

Does this post reflect the heart and character of Christ?

Could this content make it more difficult for someone to receive from me as a worship leader?

Am I using my voice to promote unity and encouragement, or to express frustration or opinion?

Our calling as worship leaders extends beyond music—it encompasses character, influence, and example. The things we say and share publicly matter deeply, as they can directly affect the spiritual atmosphere we help create. We choose to lead with humility, to value unity over opinion, and to steward our influence in a way that honors God and serves His people well.

OUR LEADERSHIP



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SERVE POSITIONS

Producer- Directs LIVE broadcasts online and iMag in house. The Producer meets with camera operators prior to services, provides them with training, and gives them direction for broadcasts. The producer has direct communication from pastors and senior staff regarding service order, moments, media, etc. Producers power on equipment, troubleshoot issues, and set desirable static camera shots.

Camera Operator- Camera Operators provide video for online broadcasts and video screens in house. This position is scheduled on rotation/as needed by the producer. Camera Operators use zoom, pan/tilt, and other settings to provide high quality footage. Camera operators are responsible for preparing their gear prior to service and shutting it down after service.

Pro-Presenter Operator- Creates service playlists/presentations, builds sermon slides, and media content. The Pro Presenter Operator attends worship rehearsals, run-throughs, and services associated with the weekend they are scheduled. Pro-Presenter Operators control all of the visual media in-house and for live broadcasts.

FOH Audio Engineer- The Front of House Audio Engineer is responsible for producing the audio mix for a live service and for online broadcasts. The engineer must be confident in troubleshooting issues in a live environment, have the ability to operate the audio console, record services, maintain and care for audio equipment, and have consistent communication with the worship pastor to produce engaging and meaningful worship services.

A2 (Assistant Audio Engineer)- The A2 assists the Audio Engineer in weekly rehearsals and services. Often the A2 is an audio engineer in training. A2 assists with technical help, trouble-shooting, monitor mixes, and maintaining equipment. Other tasks may include replacing or running cables, checking mics, replacing batteries, or mixing broadcast audio with a Live Stream Audio Engineer

Live Stream Audio Engineer(Not currently available)- The Live Stream Audio Engineer is responsible for producing the audio mix for live broadcasts. The engineer must be confident in trouble shooting live stream issues, mixing

audio for a broadcast setting, recording services, and maintaining equipment. The Live Stream audio engineer must have consistent communication with the worship pastor to produce engaging and meaningful online worship services.

Lighting Engineer- The Lighting Engineer operates the lighting console during services, and special events. They have an understanding of appropriate front and rear lighting to provide an appropriate image for broadcasts. They know appropriate light levels to provide a safe, comfortable, and engaging worship atmosphere. The lighting engineer uses appropriate effects and intensities to enhance the worship experience, while avoiding scenes that are distracting or take away from a worshipful atmosphere.

StageHand- The Stage Hand assists the Audio Engineer, A2, Band, Vocals, and Pastors/Hosts during worship rehearsals and services. Their responsibilities vary based on the service, team needs, and event.

Music Director- The Music Director is organized and has a detailed understanding of the weekend worship services. They give direction to all band members in rehearsal and service. They guide rehearsals and give clear instruction during transition and host moments. The Music Director will give feedback and direction to band members to continue to play with excellence and mesh with the team.

Team Leader- A Vocal Team Leader is responsible for training, care, and community building among a group of vocals. They maintain consistent communication within their team, offer spiritual accountability, teaching, and feedback. The Vocal Team Leader leads Thursday vocal rehearsal on rotation and also teach their team the vocal parts for Frontline Choir Services

Band Member- Band Members practically and spiritually prepare to play for worship services and special events. They show inviting, encouraging, and non-distracting stage presence. They are proficient and confident in their role on the team and seek to enhance the overall worship experience. Band members focus more on the team as a whole than their individual ability and recognition. Band members should have a basic understanding of music theory and the number system. They are competent with their instrument and are flexible with key changes and adjustments to song structure. They

are comfortable using in-ears/monitors and can confidently play on time with a click/metronome

Vocalist- Vocalists practically and spiritually prepare to play for worship services and special events. They show inviting, encouraging, and non-distracting stage presence. They are proficient and confident in their role on the team and seek to enhance the overall worship experience. Vocalists focus more on the team as a whole than their individual ability and recognition. Vocalists should have confidence in their ability to stay on pitch and hear harmony parts. They are competent with their ability and are flexible with key changes and adjustments to song structure. They are comfortable using in-ears/monitors and can confidently play on time with a click/metronome

ONBOARDING

Volunteer Requirements

3 Months

Individuals must attend the church for at least three months prior to joining Frontline. This gives you a little bit of time to see the culture of our church and the opportunity to identify the areas you would like to serve.

Membership & More

All Team Members are required to attend Membership & More prior to or within 3 months of joining Frontline.

Joining Frontline Media

Text 'Frontline' to 870-359-6050 or visit www.therockjonesboro.com/frontline to submit your info and interest in serving in our department.

Once you submit the form someone from the team will reach out to you and help you get plugged in.

Begin Development

See Frontline Development

Joining Frontline Worship (Band & Vocals)

Individuals interested in Frontline Band & Vocals go through a process called Frontline Discovery. Discovery begins with an audition and interview. Applicants that are extended an invite to join the Worship team will enter into Frontline Development. Applicants that are not extended an invitation will be given feedback with the opportunity to re-apply at a later date and will be encouraged and helped to get plugged into another ministry and place to serve.

Heart for the Church

The heart of Frontline Worship is to serve this church. Our view of our worship ministry is that we are a small part of what God is doing in this amazing church family. Our desire to serve the church goes far beyond a specific ministry or department. The vast majority of our team serves in multiple ministries and capacities. Our goal for you goes beyond this ministry. Our hope is that you are able to find joy and satisfaction in serving this body.

All Applicants are asked to select at least one other ministry that they would be interested in serving in the event they do not find a role in Frontline.

Additional standards & expectations

- Members of Frontline Worship must meet additional requirements above general expectations.
- Worship members commit to serving on a regular rotation.
- Worship members commit to serving on a regular Monday Night Recovery at the Rock rotation.
- On weeks that a worship member is scheduled they are expected to attend the Thursday evening rehearsal from 6pm to 9pm and a Sunday morning sound check at 8am. Members are expected to arrive early and prepared.

- In addition to the rehearsals Worship members are expected to attend and serve in both Sunday morning services until the services are complete or the position requirements are fulfilled. Typically band and vocals will need to be available for the closing of each service unless otherwise communicated.

- Accountability is paramount to a church leader. As a member of Frontline Worship you are considered a leader at The Rock. Maturing the Believer is one of the foundational missions. We believe that having an accountability partner is a great way to help grow in our walk with Christ. We expect our worship team members to develop a relationship with someone that can speak into their lives, keep them accountable, and help them live a Godly life. Because of the nature and depth of conversation between accountability partners, it should be with someone of the same sex and of strong spiritual character.

Schedule a Frontline Discovery Audition

Text 'audition' to 870-359-6050 or visit www.therockjonesboro.com/auditions to receive audition information and practice files.

Once you submit the form someone from the team will reach out to you and schedule your audition. Auditions are held on an 'as needed' basis on Thursday nights at 6pm.

FRONTLINE DISCOVERY

Band Auditions

Please review the 'Onboarding > Volunteer Requirements' and 'Joining Frontline Worship (Band & Vocal)' sections of the Frontline Member Handbook

Schedule your audition by texting 'audition' to 870-359-6050 or visiting www.therockjonesboro.com/auditions.

What are we looking for?

- Preparation: Has learned their instrument part as close to the track as possible.

- Timing: Can confidently play with a click track and follow band directions.
- Clarity: Can comfortably play through the song and stick to a defined part
- Dynamics: Is able to communicate the dynamics of a song with their instrument.
- Energy: charisma and outward expressions

What should you bring?

- Your instrument, instrument cables, and power adapters. The church will provide DI boxes if needed.
- Guitar pedal board amps/effects if desired. Do not bring amplifiers, monitors, drum equipment, or custom microphones.
- A set of WIRED in Ear headphones with an 8.5mm audio jack. (Bluetooth headphones, or headphones without an audio jack will not work). If you do not own in-ear headphones a set will be provided to you for your audition.
- Individuals auditioning on drums will use the house kit. Drummers can bring their own sticks, but it is not necessary.
- Your audition information form.

Band Audition Preparation

Each instrumentalist will play the 3 songs listed below at their audition. They will play on stage with a click and track. Rehearsal files can be found at www.therockjonesboro.com/auditions

This Far (The Belonging Co.) Key: G, BPM: 74, Time Signature 4/4

New Name Written Down in Glory Key: D, BPM: 98, Time Signature 4/4

This Is Our God (Phil Wickham) Key: C, BPM 80, Time Signature 4/4

Audition Results

Following their audition, applicants will receive a response to their audition by email within a timely manner. Typically 48 hours. If the applicant is extended an invitation to join Frontline Worship they will begin Development and Benchmarks. If an invitation is not extended, the applicant will be connected with other opportunities and ministries to serve.

Vocal Auditions

Please review the 'Onboarding > Volunteer Requirements' and 'Joining Frontline Worship (Band & Vocal)' sections of the Frontline Member Handbook

Schedule your audition by texting 'audition' to 870-359-6050 or visiting www.therockjonesboro.com/auditions.

What are we looking for?

- Your ability to sing melody of the song
- Your ability to sing a harmony part while others are singing melody or other vocal parts.
- Your ability to match tones played on the piano

We will also be using a vocal rubric that considers other factors like vocal tone, blend, intonation, rhythm, and energy.

What should you bring?

- A set of WIRED in Ear headphones with an 8.5mm audio jack. (Bluetooth headphones, or any headphones without a standard 8.5mm or 1/4 audio jack will not work). If you do not own in-ear headphones a set will be provided to you for your audition.
- Your audition information form.

Vocal Audition Preparation

Each vocalist will sing a song in two different keys. The first key will be for them to lead the song and sing melody. The second key will be used for them to sing a harmony part against the main melody. Rehearsal files can be found at www.therockjonesboro.com/auditions

Run To The Father (Male Vocals)

What A Beautiful Name (Female Vocals)

For key information and other details visit www.therockjonesboro.com/auditions

Audition Results

Following their audition, applicants will receive a response to their audition by email within a timely manner. Typically 48 hours. If the applicant is extended an invitation to join Frontline Worship they will begin Development and Benchmarks. If an invitation is not extended, the applicant will be connected with other opportunities and ministries to serve.

REHEARSALS & SERVICES

Attendance

Attendance, punctuality, and involvement are crucial to the success of this ministry. Consistency of team members serving is very important for the individual and the team as a whole.

It is expected that all Frontline members arrive a few minutes earlier than their scheduled time and are prepared to operate and serve in their role.

Scheduling

We use Planning Center Services to schedule all of our ministry teams. We schedule our team members a month in advance and ask you to block out any dates you are unavailable the month prior to that. Please make every effort to get your dates blocked out and accept all of your scheduling requests as soon as they are sent out. If this is your first time using the system, you will be sent tutorial videos to guide you once everything is set up.

Don't have a Planning Center Account? Email kaylamayfield@therockjonesboro.com and include your first and last name, phone number, and email address and an account will be created for you.

Weekly Preparation

Every team member scheduled for a weekend service is expected to preview the setlist on Planning Center and listen to the songs.

Producers and camera operators should familiarize themselves with song notes to recognize any instrumental or vocal solos and other details to assist with choosing broadcast shots.

Musicians utilize Rehearsal Mix on Planning Center and/or Chart Builder to learn their individual instrument parts.

Vocalists use The Rock App to learn their individual vocal parts.

Thursday Rehearsals

Thursday worship rehearsals are each week from 6PM to 9PM. Vocals meet in the Conference Room at 6pm. A Frontline Team Leader leads a 1 hour vocal rehearsal. Vocals and band come together at 7pm in the Sanctuary for 2 full run-throughs.

Band meets in the Sanctuary at 6pm. The Band director leads a 1 hour band rehearsal. Vocals and band come together at 7pm in the Sanctuary for 2 full run-throughs.

Who is required to attend Thursday Rehearsal?

All scheduled vocals, band, and a team leader are required to be at the Thursday night rehearsal from 6PM to 9PM

Audio Engineer, Lyrics Operator, & Lighting Engineer are expected to be at Thursday Night rehearsal by 6:30PM to prepare for 7PM run-throughs.

Broadcast Producer and Camera Operators are not required to attend, but occasionally have Development sessions as needed.

Sunday Sound Check & Worship Services

Sunday mornings consist of a service run through that begins at 8AM and worship services at 9:15AM & 11AM. Team members unless otherwise scheduled are expected to serve in both Sunday services and should stay on campus until the second service ends and all tasks are completed.

When should I arrive on Sunday Morning?

7:50AM: Band, Vocals, Audio Engineer, Lighting Engineer, Lyrics Operator, & Broadcast Producer

8:25AM: Camera Operators

5-Minute Meeting

All scheduled team members are expected to attend the 5-Minute Meeting at 8:30AM. 5-Minute is our opportunity to talk through service order,

communicate any last minute adjustments, and most importantly cast vision and pray for the worship services.

FRONTLINE DEVELOPMENT

Development Overview

New members begin a process called Frontline Development. It is a 'move at your own pace' program that gives volunteers the opportunity to shadow, train, and get comfortable with their role on the team. Once an individual has signed up to serve in our department a team leader schedules a quick intro meeting before or after one of our weekly services.

Volunteers will receive a Planning Center Account, Benchmark Card, and a quick overview of the development process. This meeting should take no more than 15 minutes.

Development consists of shadowing teammates to learn how to fulfill their position and expectations. The goal of this process is to allow every volunteer to gain all of the knowledge and training necessary to feel completely comfortable in their new position. This can be as quick or slow as the volunteer wants. Each individual is able to learn at their own pace and will not be scheduled to serve in a service until they have completed development.

We measure development success using a really simple method that we call Benchmarks. Each person in development is given a Benchmark Card associated with the position/role they are training for. This card is a checklist that shows the things that you need to learn to be able to fill the position. Development ends with a final meeting with a team leader and you are officially scheduled for services.

The goal of each development session is to:

1. Learn or hone a skill
2. Track your progress
3. Discuss and receive feedback

During each development session you will shadow and train with someone in that position or with a team leader. At the end of your session you and your trainer will discuss your benchmark card and progress. This is a great time to address strengths and weaknesses and any potential questions or concerns.

When is Development?

The following is a general guide of available development times. We ask that you give us a heads up in PCO by accepting Development requests so that we know when you are coming.

Media Development

Camera Operator • Sunday mornings during each worship service.

ProPresenter Operator • Thursday Nights during 7PM - 9PM rehearsal

A2 (Assistant Audio Engineer) • Thursday Nights during 7 - 9PM rehearsal and Sunday mornings during each worship service.

Live Stream Audio Engineer • Not currently available.

Lighting Engineer • Thursday Nights during 7 - 9PM rehearsal and Sunday mornings during each worship service.

StageHand • Thursday Nights during 7 - 9PM rehearsal and Sunday mornings during each worship service.

Band & Vocal Development

Thursday Nights from 6PM to 9PM during rehearsals.

Benchmarks

Benchmark cards are our primary tool for guiding training, tracking progress, and giving feedback. Each position has its own development card with specific tasks, and resources for training. (See all of the benchmark cards in the 'Resources' Section of this handbook.)

Development Completion

Once all of your benchmarks are checked a team leader will schedule a final meeting with you and graduate you out of discovery and onto our team rotation.

RESOURCES

Apps & Websites



PLANNING CENTER ONLINE

Scheduling & Notifications
Worship Set List
Rehearsal Files
Service Details



THE ROCK APP

Rehearsal Files
Watch Services
See Upcoming Events
Join Groups



SQ4YOU

Wireless control vocal in-ear monitor mixes.

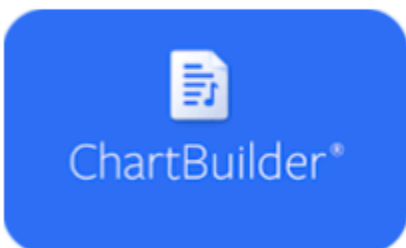


CHART BUILDER

View Setlist Details
Listen to Rehearsal Mixes
View Chord Charts
Live Chart View during service



PLAYBACK

Create Setlist Multitracks
Run tracks for services
Rehearse parts
Automate Midi Cues



SQ MIXPAD

Wirelessly control FOH Console



PRO REMOTE

Mobile Pro-Presenter Control

Run Lyrics

Use Macros

Control Media



MXU

Team Training Platform

Video & Course Assignments

A/V Tutorials



FRONTLINE WEBSITE

Audition & File Information

Training Videos

Tutorials

User Manuals

Email worship@therockjonesboro.com for user account and login information.