



Key Roles RACI Worksheet

INTRODUCTION

A RACI Matrix is a tool that identifies roles and responsibilities of key tasks, providing clarity, structure and efficiency to your crisis response. It supports streamlined communication and decision-making, improves transparency and accountability, and ensures all appropriate team members are involved. It will also provide insight to resource gaps or overlaps that you can address before a crisis hits.

RACI STANDS FOR:

R

RESPONSIBLE: Who is doing the work?

A

ACCOUNTABLE: Who has ultimate ownership of the task and provides approval? There should only be one per task.

C

CONSULTED: Who needs to give input before the work is done?

I

INFORMED: Who needs to be informed but isn't actively involved?

HOW TO USE A RACI MATRIX:

- Assign roles and responsibilities before a crisis happens
- Ensure content, approvals, briefings, and decisions are defined and structured
- Prevent duplication, miscommunication, or missed tasks during high-pressure events
- Build cross-functional clarity between partners

SAMPLE RACI MATRIX

TASK	R (RESPONSIBLE)	A (ACCOUNTABLE)	C (CONSULTED)	I (INFORMED)
Holding statement	Communications Lead	Executive Director	Legal	Staff, Partners, Board
Respond to media requests	Designated spokesperson	Executive Director	Communications Lead	Staff
Update website with public notices	Web specialist	Communications Lead	Executive Director	Visitors, Partners
Internal staff communications	HR Lead	Operations Manager	Communications Lead	Staff
Monitor social media	Social Media Coordinator	Communications Lead	Customer Service	Executive Director, Board



EXERCISE

RACI Matrix

Complete the RACI Matrix below. As a starting point, use the communications channels and tools you identified in the [Crisis Communications Team Identification Worksheet](#) to fill in the tasks that need to be completed. For each task, identify which interest holders or key team members should be responsible, accountable, consulted or informed.

When filling out your RACI Matrix, consider the following:

1. Are all the tasks assigned to one Accountable person?
2. Are there any gaps where no one is Responsible?
3. Are there overlaps in our efforts that could be removed?
4. Do some people have too many roles?
5. Are your external partners and interest holders included?
6. Have you considered the media's role?
7. What resources or training would address any gaps?

TASK	R (RESPONSIBLE)	A (ACCOUNTABLE)	C (CONSULTED)	I (INFORMED)