

Audiology Services and Clinic Development Mentor

Callan Services for Persons with Disabilities National Unit, Papua New Guinea

Assignment title	Audiology Services and Clinic Development Mentor		
Partner organisation	Callan Services for Persons with Disabilities National Unit		
Location	Papua New Guinea	Port Moresby, National Capital District	
Type of assignment	In-country Assignment		
Duration of assignment	12 months		
Assignment phases	Phase	Mode	Duration
	1	In-Country	12 months
Proposed start date	5 July 2026		
Website	CSNU - Disability Services in Papua New Guinea		
Australian organisation:	Edmund Rice Christian Brothers Oceania Province		

ABOUT THE PARTNER ORGANISATION

Callan Services for Persons with Disabilities National Unit (CSNU) is a faith-based, not-for-profit organisation operating throughout Papua New Guinea. With a national network of Education Resource Centres and partner schools, we work across urban, rural, and remote communities to ensure that people with disabilities - especially children - can access essential services, support, and opportunities for inclusion.

Our aim is to promote the rights, dignity, and full participation of persons with disabilities by providing specialised education, early childhood intervention, therapy services, and community-based rehabilitation. We work closely with families, teachers, health workers, government departments, and local organisations to build capacity and strengthen inclusive practices within communities.

CSNU is continually expanding its programs to meet growing needs, particularly in inclusive education, early identification of disabilities, and training for frontline workers. Our future goals focus on strengthening provincial partnerships, improving data systems, and advocating for equitable access to services so that persons with disabilities across PNG can thrive with independence and dignity.

ABOUT THE ASSIGNMENT

This assignment is important to CSNU as hearing loss remains a significant but often overlooked barrier to education, employment, and social inclusion in Papua New Guinea. Through its profit-for-purpose audiology clinic, Hearing Health Club, CSNU delivers affordable, high-quality hearing services while reinvesting income to support disability and inclusion programs nationwide. Strengthening both the

clinical and operational aspects of the clinic will enhance service quality, improve sustainability, and expand outreach to underserved communities, directly contributing to improved hearing health outcomes across PNG.

A volunteer Audiologist will support this assignment by delivering comprehensive audiological assessments and interventions, while also mentoring local staff and contributing to clinic management, systems, and outreach planning. This role cannot be readily filled locally due to the limited availability of experienced audiologists in PNG, particularly those with both clinical expertise and experience in developing sustainable, community-focused service models.

CSNU brings strong community trust, established outreach networks, and a clear social mission grounded in disability inclusion. The volunteer will gain valuable experience working in a low-resource setting, engaging with diverse communities, and contributing to an innovative profit-for-purpose health model with national impact.

ASSIGNMENT OBJECTIVES AND PROPOSED ACTIVITIES

The volunteer will work alongside members of CSNU to support the below objectives:

Assignment objectives	Proposed activities
In-Country Phase Objective: Strengthen the delivery of high-quality audiology services at the Hearing Health Club by providing comprehensive clinical care, mentoring local staff, and supporting best-practice audiological standards.	• Provide comprehensive audiological assessments, diagnostics, hearing aid fitting, and follow-up services for children and adults attending the Hearing Health Club. • Mentor and coach local staff and trainees in clinical protocols, patient management, and quality assurance to support consistent best-practice service delivery. • Assist review and refine clinical guidelines and documentation to ensure safe, ethical, and effective audiology services.
In-Country Phase Objective: Enhance the sustainability and effectiveness of the profit-for-purpose clinic model through improved clinic operations, systems, and outreach planning, enabling expanded access to hearing services for underserved communities across PNG.	• Support the review and improvement of clinic workflows, appointment systems, and data management to increase efficiency and client throughput. • Contribute to business and outreach planning, including pricing structures, service packages, and referral pathways that balance affordability with financial sustainability. • Assist with monitoring and reporting on clinic performance to inform decision-making and continuous improvement.

In-Country Phase Objective: Build local capacity and community engagement in hearing health by supporting skills transfer, outreach initiatives, and increased awareness of hearing loss prevention, early detection, and inclusion.	• Support and participate in community outreach activities, hearing screenings, and awareness sessions targeting underserved and rural populations. • Assists develop simple, culturally appropriate resources to promote hearing health, prevention, and early identification of hearing loss. • Strengthen partnerships with schools, health facilities, and community organisations to expand referral networks and inclusive access to services.
Inclusion objective and proposed activity	
The volunteer will work alongside the partner organisation to uphold values of diversity, equity and inclusion. Inclusive approaches will aim to make everyone welcome and support equal access to activities and opportunities regardless of gender, age, disability status or background (eg religion, language, ethnicity and marginalised or vulnerable groups). The volunteer will work alongside members of Callan Services for Persons with Disabilities National Unit (CSNU) to: • Support inclusive hearing health outreach and service delivery by working with CSNU staff to adapt clinic and community outreach approaches so they are accessible to people with disabilities, women, children, older persons, and marginalised groups, including the use of culturally appropriate communication and referral pathways.	

SELECTION CRITERIA

Education and qualifications

Essential	Desirable
• Tertiary qualification in Audiology (Bachelor's or Master's level) from a recognised institution. • Current professional registration or eligibility for registration as an Audiologist in the volunteer's home country.	• Postgraduate training or certification in a specialised area of audiology (e.g. paediatric audiology, diagnostic audiology, or hearing aid technologies). • Training or qualifications in public health, community health, or health service management, particularly in low-resource or development settings.

Knowledge and experience

Essential	Desirable
- Clinical audiology expertise, including assessment, diagnosis, hearing aid fitting, and rehabilitation across diverse age groups. - Capacity-building and mentoring skills, with experience supporting and training local staff in clinical practice and quality improvement. - Strong communication and cross-cultural engagement skills, particularly in low-resource or community-based health settings.	- Experience in clinic operations or business development, including profit-for-purpose or social enterprise health models. - Skills in community outreach, health promotion, or partnership development, particularly with schools, NGOs, or rural health services.

Following the Program's values on locally led development, this Assignment Description has been developed and negotiated in good faith with the Partner Organisation. The information contained was correct at the time of acceptance of the request. However, while we take responsibility for matters under our direct control, all assignments and arrangements are subject to change. This assignment may be amended or withdrawn to reflect changes in circumstances.

Line Manager: CSNU Director

Working relationships: Callan Connect Team

Hours and days of work:

In-country phase

Full time (08:00 AM – 04:00 PM, weekdays only)

Leave: All volunteers are entitled to 20 days leave per 12 months, unless advised otherwise. The same conditions and terms as local colleagues apply, including national holidays.

Work from home: Working from home while on an in-country phase must be in line with usual partner organisation's practices and agreed with the in-country office.

Professional indemnity insurance (*Required for all volunteers who are acting as a medical, allied health or legal professional whilst on assignment*):

Yes, this assignment is deemed to require professional indemnity insurance

The volunteer should consult the partner organisation about the need for professional indemnity insurance for the role prior to departure. Where required and/or considered essential to hold this insurance, please discuss this with the Volunteer Services Manager in Melbourne prior to departure.

LIFE AS A VOLUNTEER

The Australian Volunteers Program supports volunteers from preparing to go on assignment through to returning home. For a full breakdown of support provided including assignment allowances, please visit: <https://www.australianvolunteers.com/volunteering/lifestyle-and-support/>

Country context

Learn more about the host country's location by reading the country profile. We encourage candidates to research the specific location of this assignment as it will be discussed and addressed with a recruitment officer during the interview process.

For more information, please visit country links: <https://www.australianvolunteers.com/countries/png> and <https://www.dfat.gov.au/geo/papua-new-guinea>

HOW TO APPLY

All applications must be submitted online through the Australian Volunteers Program website. If you have not already done so, you will need to register on our website prior to applying. For more information about how to apply, please visit: <https://www.australianvolunteers.com/volunteering/how-it-works>

We actively support and encourage people of all backgrounds and abilities to volunteer internationally and aim to make the program as accessible and inclusive as possible. The program has a dedicated Indigenous Programs Coordinator to support Aboriginal and/or Torres Strait Islander volunteers, who can be contacted at indigenouspathways@australianvolunteers.com. Access and inclusion plans are available for volunteers with disabilities, to ensure their assignments and living and working arrangements are made more accessible.

Personal circumstances *(This may not apply for Remote-only assignments; consider discussing with AVP team)*

Due to security, cultural, legal or visa restrictions associated with this location, we ask that applicants disclose the following:

- If they want their same-sex partner to accompany them on assignment.
- If they want their partner, to whom they are not legally married, to accompany them on assignment.
- If they want their child(ren) to accompany them on assignment.
- If they have a criminal conviction where a criminal conviction may be relevant to the inherent requirements of the assignment.