



Ileostomy & Internal
Pouch Association

Registered Charity

Job Title:

Stoma and Pouch Care Specialist Nurse

Location: Hybrid (home-based with travel to meetings/events)

Salary: Commensurate with experience (which should be not less than NHS Band 6, as per NHS pay scales)

Contract Type: Up to 35 hours/week, flexible, 6-month probationary period

How to Apply: To apply for this position, please send your CV with a statement of up to 300 words explaining why you believe you are suitable for the role, to recruitment@iasupport.org. *If you would like to discuss the role informally before applying, please contact us via the above email*

Closing Date: 18 January 2026

About Us

IA (Ileostomy & Internal Pouch Association) is a specialist charity supporting individuals living with an ileostomy or internal pouch. We provide trusted information, non-medical peer support, and advocacy for those adjusting to life after surgery. Our mission is to ensure no one faces this journey alone. We have a wealth of qualified volunteers many of whom are living life post-surgery.

Role Overview

We are seeking a compassionate and experienced Stoma/Pouch-Specialist Nurse to lead and deliver clinical support services to individuals with a stoma or pouch. This role combines direct patient support, clinical content development, and strategic relationship-building across the UK and Ireland. You will play a crucial role in establishing and maintaining our new nurse helpline and continue to build relationships in the medical, nursing, political, and social arenas. IA is an equal opportunity employer, creating an inclusive environment for all.

IA is introducing a qualified stoma care/pouch nurse role to its existing support models. They will provide virtual guidance and signposting to individuals who contact the charity seeking support with living with an ileostomy or internal pouch. The successful applicant will be an existing stoma care/ pouch nurse (qualified to (a minimum) NHS Band 6 level) who is passionate about helping people living with, or considering, an ileostomy or internal pouch, as well as their families and carers. You will have been in a similar role for at least the last 12 months, providing a similar level of guidance and support. In addition to supporting individuals, you will contribute to the charity's furthering of its strategic aims by utilising your medical knowledge and experience.

This would include liaising with and building relationships with stoma care/pouch nurses based in the NHS and private sector, as well as with professional bodies, healthcare specialists, similar not-for-profit organisations, government, and industry, in addition to our own valued and dedicated staff and volunteers.

The role offers the autonomy and flexibility to develop a working pattern that meets the needs of both yourself and the charity to ensure that our key aims and objectives are met.

Key Responsibilities

Helpline Management

- Develop and maintain helpline
- Provide expert advice and support via our multiple communication channels
- Assess, manage, and document stoma/pouch issues
- Data protection and privacy policies
- Criteria for direct nursing liaison vs. patient signposting

Education & Content Development

- Annual Information Day and Pouch Information Day programme planning
- Training and motivation of our staff and volunteers to deliver excellence
- Review and co-author patient literature with relevant experts in conjunction with the Editor; identify gaps and create new content
- Write and contribute to online and printed content

Outreach & Advocacy

- Build relationships with healthcare professionals and relevant stakeholders across the UK and Ireland
- Recognise IA's independence when forming relationships with third parties
- Engage with professional bodies to promote collaboration and awareness
- Represent IA and support the patient voice on multidisciplinary committees, and at UK-based meetings and events
- Provide clinical insight to support policy, awareness, and advocacy campaigns

Governance & Development

- Ensure clinical services meet high standards of safety, quality, and compliance
- Maintain up-to-date clinical knowledge and professional development
- Support internal governance and contribute to strategic planning of the charity

You may be expected to carry out other duties that might reasonably be required in line with your main duties

Terms & Benefits

- Up to 35-hour week (may be worked flexibly), 6-month probationary period
- 28 days annual leave plus bank holidays
- Generous benefits package including workplace pension
- Hybrid working

Person Specification

Qualifications and registration

- **Essential:** Registered Nurse on the NMC register with current PIN
- **Essential:** Specialist stoma care qualification or recognised post-registration experience in stoma/pouch care.
- **Desirable:** Evidence of continuing professional development in stoma/pouch care, or related fields.
- **Desirable:** Qualification or training in remote/telehealth consultations, safeguarding, or clinical governance.

Professional experience

- **Essential:** Minimum 12 months' recent experience working as a stoma care/pouch nurse at NHS Band 6 or equivalent, providing clinical advice and direct patient support.
- **Essential:** Experience assessing, managing and documenting stoma and pouch problems, including triage and signposting.
- **Essential:** Experience contributing to clinical protocols, pathways or helpline processes.
- **Desirable:** Experience working for a charity, patient support organisation, or in a multidisciplinary advisory role.
- **Desirable:** Experience of developing patient education resources, conference input or publishing articles.

Knowledge and clinical competence

- **Essential:** Comprehensive clinical knowledge of ileostomy and internal pouch care.
- **Essential:** Strong understanding of clinical governance, data protection, patient confidentiality and consent in remote advice settings.
- **Desirable:** Awareness of relevant UK/Ireland health systems, referral pathways and commissioning structures.
- **Desirable:** Knowledge of digital health tools, secure messaging, and patient information platform design.

Skills and abilities

- **Essential:** Excellent clinical assessment and decision-making skills for remote consultation and safe signposting.
- **Essential:** Clear, empathetic verbal and written communication skills for helpline, email, social media and written materials.
- **Essential:** Ability to develop, maintain and follow protocols and to keep accurate clinical records.
- **Essential:** IT literate with confidence using Microsoft Office, secure email systems and remote communication platforms.
- **Desirable:** Experience with content management systems or building digital knowledge hubs.
- **Desirable:** Competence in presenting, training and delivering education to staff, volunteers and external audiences.

Interpersonal and personal qualities

- **Essential:** Compassionate, patient-centred approach with resilience and emotional intelligence when supporting people in distress.
- **Essential:** Strong stakeholder relationship skills; ability to build productive links with NHS and private sector clinicians, professional bodies and third-sector partners.
- **Essential:** High level of professionalism, integrity and discretion.

Organisational requirements and practicalities

- **Essential:** Right to work in the UK or Ireland and ability to travel across the UK and Ireland as required.
- **Essential:** Ability to work flexibly within a hybrid/home-based model and manage workload autonomously.
- **Desirable:** Full UK driving licence and access to a vehicle for travel to meetings and events.