

# Integrated urgent care/NHS 111 team leader

Team leaders in NHS 111 manage a team of service advisers, health advisers, and other support staff. They provide real-time performance management, visible and accessible leadership, and coaching to staff in the team in face-to-face and virtual environments.

"I enjoy the fast-paced nature of the job and feel very supported by my team."

[Read Hayley's story](#) <sup>[1]</sup>

## Working life

Team leaders require factual and theoretical knowledge of urgent care/NHS 111. Work is guided by standard operating procedures, protocols or systems of work, and you will make judgements, plan activities, contribute to service development and demonstrate self-development. You may have responsibility for supervising some staff.

You'll be experienced in the use of a clinical decision support system, a specialist computer software to help assess people over the phone, and local decision-making protocols. You'll ensure efficient, high-quality, safe service delivery with adherence to national quality requirements and organisational key performance indicators.

Can't see the video? You'll need to accept all [cookies](#) <sup>[2]</sup>. Alternatively, visit our YouTube Channel to view our [videos](#) <sup>[3]</sup>

## Who will you work with?

You will be part of an integrated urgent care team working with non-clinical and clinical colleagues, including healthcare professionals, such as nurses, doctors, allied health practitioners, pharmacists, and dentists. You'll work with these colleagues on site and remotely.

# Training and development

Training for team leaders could include:

- qualifications at level 4 and 5, for example a higher apprenticeship
- leadership, mentoring and coaching
- support skills

## Entry requirements

You'll need to be educated to GCSE level and possess a fundamental level of maths, English and IT skills. However, this will depend on the provider and may vary.

As a team leader, you'll have previous experience of working within an integrated urgent care/NHS 111 service as a health adviser or other experience in a healthcare setting.

Team leaders will have an advanced understanding of clinical decision support systems with the ability to coach others.

You'll need to be able to demonstrate working knowledge of:

- recruitment
- performance management
- communication skills
- dispute resolution
- disciplinary and grievance processes

## • Pay and conditions

Roles within integrated urgent care/NHS 111 services are aligned to Skills for Health <sup>[4]</sup> levels. The team leader role will usually be level 4, dependent on the provider. Salary will vary depending on provider and experience.

Team leaders work agreed hours per week, this may be on a shift pattern basis. Shifts cover 24 hours a day, seven days a week throughout the year so work patterns may include evenings, nights, early starts, weekends and bank holidays. Terms and conditions may vary from provider to provider.

- **Where the role can lead**

You can build a career in integrated urgent care/NHS 111. There are roles available from Skills for Health <sup>[4]</sup> levels 2 to 9. Apprenticeships start at level 2 and can go up to Master's degree level.

You could go on to become a clinical adviser (level 5) or clinical lead (level 6) or to the levels above this, after graduating with an appropriate degree (via the apprenticeship route/or through directly gaining a degree) in a healthcare profession.

- **Job market and vacancies**

NHS 111 is changing and the service is moving towards a single point of access for patients to urgent care. This means patients with less severe conditions will find it easier to access urgent medical advice, on the phone and online.

Plans include rolling out enhanced assessments across urgent care services, and potentially to urgent treatment centres, care homes and ambulance services. GP out of hours and NHS 111 services will increasingly be combined. By 2019, NHS 111 will be able to book people into urgent face-to-face appointments where this is needed.

Most NHS Jobs are advertised on the NHS Jobs website. Some of the current vacancies are below.

## Find a vacancy

Enter your location or postcode

Show results within

Search

- **111 Resource Planner**

Blackbrook Park Avenue, Taunton, TA1 2PX

Salary:

£24760.00

Type:

Permanent  
Employer:  
HUC

[Apply now on NHS Jobs for 111 Resource Planner job \(opens in a new window\)](#) <sup>[5]</sup>

- **111 Call Handler**

Bangor, LL57 2PW

Salary:  
£24433.00 to £26060.00

Type:  
Permanent

Employer:  
Welsh Ambulance NHS Trust

[Apply now on NHS Jobs for 111 Call Handler job \(opens in a new window\)](#) <sup>[6]</sup>

- **111 Call Handler**

St Asaph, Denbighshire, LL17 0LJ

Salary:  
£24433.00 to £26060.00

Type:  
Permanent

Employer:  
Welsh Ambulance NHS Trust

[Apply now on NHS Jobs for 111 Call Handler job \(opens in a new window\)](#) <sup>[7]</sup>

- **NHS 111 Clinical Advisor**

Derby, DE24 8HY  
Chesterfield, S49 1HQ  
Oldbury, B69 2AQ

Salary:  
£37338.00 to £44962.00

Type:  
Permanent

Employer:  
DHU Healthcare

[Apply now on NHS Jobs for NHS 111 Clinical Advisor job \(opens in a new window\)](#)  
<sup>[8]</sup>

- **111 Health Advisor - Rotherham**

Wath Upon Dearne, S63 7EF

Salary:  
£24625.00 to £25674.00

Type:

Permanent

Employer:

Yorkshire Ambulance Service NHS Trust

[Apply now on NHS Jobs for 111 Health Advisor - Rotherham job \(opens in a new window\)](#) <sup>[9]</sup>

- **111 Health Advisor - Wakefield**

Wakefield, WF2 0XQ

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Yorkshire Ambulance Service NHS Trust

[Apply now on NHS Jobs for 111 Health Advisor - Wakefield job \(opens in a new window\)](#) <sup>[10]</sup>

- **NHS 111 Health Advisor**

Bristol, BS10 7TQ

Salary:

£12.21 to £15.71

Type:

Permanent

Employer:

Practice Plus Group

[Apply now on NHS Jobs for NHS 111 Health Advisor job \(opens in a new window\)](#) <sup>[11]</sup>

- **NHS 111 Health Advisor**

Ferndown, BH24 2RR

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Dorset HealthCare University NHS Foundation Trust

[Apply now on NHS Jobs for NHS 111 Health Advisor job \(opens in a new window\)](#) <sup>[12]</sup>

- **Case Management Team Leader**

Telford, TF7 4BF

Salary:

£41659.00 to £47672.00

Type:

Permanent

Employer:

NHS Shropshire, Telford and Wrekin Integrated Care Board

[Apply now on NHS Jobs for Case Management Team Leader job \(opens in a new window\)](#) <sup>[13]</sup>

- **NHS 111 Clinical Advisor - Milton Keynes**

Milton Keynes, MK5 8HJ

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

South Central Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for NHS 111 Clinical Advisor - Milton Keynes job \(opens in a new window\)](#) <sup>[14]</sup>

- **Occupational Therapist- 111 Mental Health Option**

Bury St Edmunds, IP22 2QZ

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Norfolk & Suffolk Foundation NHS Trust

[Apply now on NHS Jobs for Occupational Therapist- 111 Mental Health Option job \(opens in a new window\)](#) <sup>[15]</sup>

- **Social Worker- 111 Mental Health Option**

Bury St Edmunds, IP22 2QZ

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Norfolk & Suffolk Foundation NHS Trust

[Apply now on NHS Jobs for Social Worker- 111 Mental Health Option job \(opens in a new window\)](#) <sup>[16]</sup>

- **Health Advisor - 111/999 Call Taker**

Newcastle, NE15 8NY

Salary:

£24071.00 to £25674.00

Type:

Permanent

Employer:

North East Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for Health Advisor - 111/999 Call Taker job \(opens in a new window\)](#) <sup>[17]</sup>

- **NHS 111 Health Advisor Full Time - Otterbourne**

Otterbourne, SO21 2RU

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

South Central Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for NHS 111 Health Advisor Full Time - Otterbourne job \(opens in a new window\)](#) <sup>[18]</sup>

- **Mental Health Nurse- 111 Mental Health Option**

Bury St Edmunds, IP22 2QZ

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Norfolk & Suffolk Foundation NHS Trust

[Apply now on NHS Jobs for Mental Health Nurse- 111 Mental Health Option job \(opens in a new window\)](#) <sup>[19]</sup>

- **NHS 111 Health Advisor Full Time - Bicester**

Bicester, OX26 6HR

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

South Central Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for NHS 111 Health Advisor Full Time - Bicester job \(opens in a new window\)](#) <sup>[20]</sup>

- **NHS 111 Health Advisor Part Time - Otterbourne**

Otterbourne, SO21 2RU

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

South Central Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for NHS 111 Health Advisor Part Time - Otterbourne job \(opens in a new window\)](#) <sup>[21]</sup>

- **NHS 111 Health Advisor Part Time - Bicester**

Bicester, OX26 6HR

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

South Central Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for NHS 111 Health Advisor Part Time - Bicester job \(opens in a new window\)](#) <sup>[22]</sup>

- **NHS 111 Health Advisor Full Time - Milton Keynes**

Milton Keynes, MK5 8HJ

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

South Central Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for NHS 111 Health Advisor Full Time - Milton Keynes job \(opens in a new window\)](#) <sup>[23]</sup>

- **NHS 111 Integrated Urgent Care Clinical Advisor - Otterbourne**

Otterbourne, SO21 2RU

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

South Central Ambulance Service NHS Foundation Trust



[Apply now on NHS Jobs for NHS 111 Integrated Urgent Care Clinical Advisor - Otterbourne job \(opens in a new window\)](#) <sup>[24]</sup>

- **NHS 111 Health Advisor Part Time - Milton Keynes**

Milton Keynes, MK5 8HJ

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

South Central Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for NHS 111 Health Advisor Part Time - Milton Keynes job \(opens in a new window\)](#) <sup>[25]</sup>

- **NHS 111 Integrated Urgent Care Clinical Advisor - Bicester**

Bicester, OX26 6HR

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

South Central Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for NHS 111 Integrated Urgent Care Clinical Advisor - Bicester job \(opens in a new window\)](#) <sup>[26]</sup>

- **111 - RISE Crisis Mental Health Telephone Response Clinician**

Nuneaton, CV11 4SG

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Coventry and Warwickshire Partnership Trust

[Apply now on NHS Jobs for 111 - RISE Crisis Mental Health Telephone Response Clinician job \(opens in a new window\)](#) <sup>[27]</sup>

- **Team Leader**

Headingley, LS6 2BG

Salary:

£14.16

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) <sup>[28]</sup>

- **Team Leader**

Wandsworth Common, SW18 2QU

Salary:

£15.80

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) <sup>[29]</sup>

- **Team Leader**

Guernsey, GY4 6UU

Salary:

£38744.00 to £49970.00

Type:

Permanent

Employer:

States of Guernsey

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) <sup>[30]</sup>

- **Team Leader**

Maidstone, ME16 9NT

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Kent Community Health NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) <sup>[31]</sup>

- **Team Leader**

Knowle, B93 9LW

Salary:

£13.75

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) [32]

- **Team Leader**

Redhill, RH1 5BA

Salary:

£15.00

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) [33]

- **Team Leader**

Sheffield, S6 4TF

Salary:

£13.60

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) [34]

- **Team Leader**

Rugeley, WS15 2EJ

Salary:

£13.50

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) [35]

- **Physiotherapy Team Leader**

Bingley, BD16 1TW

Salary:

Negotiable

Type:

Permanent

Employer:

Ramsay Health Care UK Operations Limited

[Apply now on NHS Jobs for Physiotherapy Team Leader job \(opens in a new window\)](#) [36]

- **Nurse Team Leader**

Whalley, BB7 9PE

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Lancashire & South Cumbria NHS Foundation Trust

[Apply now on NHS Jobs for Nurse Team Leader job \(opens in a new window\)](#) <sup>[37]</sup>

- **IPS Team Leader**

Derbyshire, DE223LZ

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Derbyshire Healthcare NHS Foundation Trust

[Apply now on NHS Jobs for IPS Team Leader job \(opens in a new window\)](#) <sup>[38]</sup>

- **Reception Team Leader**

Bromsgrove, B61 0AZ

Salary:

£13.50

Type:

Permanent

Employer:

Churchfields Surgery

[Apply now on NHS Jobs for Reception Team Leader job \(opens in a new window\)](#)

<sup>[39]</sup>

- **MDT Team Leader**

Dudley, DY1 2HQ

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

The Dudley Group NHS Foundation Trust

[Apply now on NHS Jobs for MDT Team Leader job \(opens in a new window\)](#) <sup>[40]</sup>

- **Theatre Team Leader**

Plymouth, PL6 8DH

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

University Hospitals Plymouth NHS Trust

[Apply now on NHS Jobs for Theatre Team Leader job \(opens in a new window\)](#) [41]

- **Team Leader – Endoscopy**

Bangor, LL57 2PW

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

[Apply now on NHS Jobs for Team Leader – Endoscopy job \(opens in a new window\)](#) [42]

- **Team Leader - Nights**

Wandsworth Common, SW18 2QU

Salary:

£15.80

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

[Apply now on NHS Jobs for Team Leader - Nights job \(opens in a new window\)](#) [43]

- **Team Leader - Nights**

Rugeley, WS15 2EJ

Salary:

£13.70

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

[Apply now on NHS Jobs for Team Leader - Nights job \(opens in a new window\)](#) [44]

- **Scrub Team Leader**

Durham, DH1 5TW

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

County Durham & Darlington NHS Foundation Trust

[Apply now on NHS Jobs for Scrub Team Leader job \(opens in a new window\)](#) <sup>[45]</sup>

- **Receptionist Team Leader**

Hunstanton, PE36 5DN

Salary:

£13.00

Type:

Permanent

Employer:

Primary Care Careers

[Apply now on NHS Jobs for Receptionist Team Leader job \(opens in a new window\)](#) <sup>[46]</sup>

- **Theatre Team Leader**

Walsall, WS2 9PS

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Walsall Healthcare NHS Trust

[Apply now on NHS Jobs for Theatre Team Leader job \(opens in a new window\)](#) <sup>[47]</sup>

- **Community Team Leader**

Croydon, CR0 2PR

Salary:

£51883.00 to £58544.00

Type:

Fixed-Term

Employer:

South London and Maudsley NHS Foundation Trust

[Apply now on NHS Jobs for Community Team Leader job \(opens in a new window\)](#)

<sup>[48]</sup>

- **Phlebotomy Team Leader**

Coventry, CV2 2DX

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

University Hospitals Coventry and Warwickshire NHS Trust

[Apply now on NHS Jobs for Phlebotomy Team Leader job \(opens in a new window\)](#)

[49]

- **Reception Team Leader**

Salisbury, SP2 8BJ

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Salisbury NHS Foundation Trust

[Apply now on NHS Jobs for Reception Team Leader job \(opens in a new window\)](#)

[50]

- **Clinical Team Leader**

London, HA1 3UJ

Salary:

£42939.00 to £50697.00

Type:

Permanent

Employer:

Central and North West London NHS Foundation Trust

[Apply now on NHS Jobs for Clinical Team Leader job \(opens in a new window\)](#) [51]

- **Recovery Team Leader**

Bath, BA1 3NG

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Royal United Hospitals Bath NHS Foundation Trust

[Apply now on NHS Jobs for Recovery Team Leader job \(opens in a new window\)](#)

[52]

- **Midwifery Team Leader**

Preston, PR2 9HT

Salary:

£46148.00 to £52809.00

Type:

Secondment

Employer:

Lancashire Teaching Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Midwifery Team Leader job \(opens in a new window\)](#)

[53]

- **Deputy Team Leader**

Chelmsford, CM1 7ET

Salary:

£37338.00

Type:

Permanent

Employer:

Mid and South Essex NHS Foundation Trust

[Apply now on NHS Jobs for Deputy Team Leader job \(opens in a new window\)](#) [54]

- **Midwifery Team Leader**

Preston, PR2 9HT

Salary:

£46148.00 to £52809.00

Type:

Secondment

Employer:

Lancashire Teaching Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Midwifery Team Leader job \(opens in a new window\)](#)

[53]

- **Deputy Team Leader**

Chelmsford, CM1 7ET

Salary:

£37338.00

Type:

Permanent

Employer:

Mid and South Essex NHS Foundation Trust

[Apply now on NHS Jobs for Deputy Team Leader job \(opens in a new window\)](#) [54]



- **Nurse Team Leader**

London, SE22 8BB

Salary:

Negotiable

Type:

Permanent

Employer:

InHealth Group

[Apply now on NHS Jobs for Nurse Team Leader job \(opens in a new window\)](#) <sup>[55]</sup>

- **Admin Team Leader**

Salford, M7 3SE

Salary:

£27000.00 to £29000.00

Type:

Permanent

Employer:

Salford Primary Care Together (SPCT)

[Apply now on NHS Jobs for Admin Team Leader job \(opens in a new window\)](#) <sup>[56]</sup>

- **Cook Team Leader**

Tremadog, LL49 9AQ

Salary:

£24433.00 to £26060.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

[Apply now on NHS Jobs for Cook Team Leader job \(opens in a new window\)](#) <sup>[57]</sup>

- **Deputy Team Leader**

Stoke on Trent, ST6 5UD

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

North Staffordshire Combined Healthcare Trust

[Apply now on NHS Jobs for Deputy Team Leader job \(opens in a new window\)](#) <sup>[58]</sup>

- **Team Leader- Housekeeper Team**

Birmingham, B4 6NH

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Birmingham Women's and Children's NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader- Housekeeper Team job \(opens in a new window\)](#) <sup>[59]</sup>

- **Team Leader - Scarborough Community Team**

Scarborough, YO12 7LB

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Humber Teaching NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader - Scarborough Community Team job \(opens in a new window\)](#) <sup>[60]</sup>

- **Enhanced Care Team Leader**

Dartford, DA2 8DA

Salary:

£48270.00 to £54931.00

Type:

Permanent

Employer:

Dartford and Gravesham NHS Trust

[Apply now on NHS Jobs for Enhanced Care Team Leader job \(opens in a new window\)](#) <sup>[61]</sup>

- **Team Leader Pre-Assessment**

London, E9 5JU

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

Homerton Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Team Leader Pre-Assessment job (opens in a new window) [62]

## • Further information

Find out about other NHS 111 roles and working in the NHS 111 service as a clinical manager [63].

And visit the NHS England website [64] for further details about a career in integrated care/NHS 111. There's information about:

- an apprenticeship scheme
- accreditation and qualifications
- example job descriptions
- case studies
- a handy infographic

Other useful websites:

NHS Jobs [65]

Skills for Health [4]

NHS 111 [66]

## Other roles that may interest you

- Clinical manager [63]
- Integrated urgent care/NHS 111 roles [67]
- Experienced paramedic [68]
- Emergency care assistant [69]

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