

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](#) ^[1]

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](#) ^[2]. Alternatively, visit our YouTube Channel to view our [videos](#) ^[3]

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 ^[4] 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 ^[4] 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 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 \(opens in a new window\)](#) ^[5]

- **NHS 111 Clinical Advisor**

Derby, DE24 8HY

Oldbury, B69 2AQ

Chesterfield, S49 1HQ

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

DHU Healthcare

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

^[6]

- **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 \(opens in a new window\)](#)

^[7]

- **NHS 111 Health Advisor - Ipswich**

Suffolk, IP39FH

Salary:

£24929.44

Type:

Permanent

Employer:

Integrated Care 24 Ltd

[Apply now on NHS Jobs for NHS 111 Health Advisor - Ipswich job \(opens in a new window\)](#) ^[8]

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

Wynyard, Stockton-on-Tees, Billingham, TS22 5FG

Salary:

£24625.00 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 \(opens in a new window\)](#) ^[9]

- **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 \(opens in a new window\)](#) ^[10]

- **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 \(opens in a new window\)](#) ^[11]

- **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 \(opens in a new window\)](#) ^[12]

- **Deputy Ward Manager/ Team Leader**

Stockport, SK2 7JE

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Stockport NHS Foundation Trust

[Apply now on NHS Jobs for Deputy Ward Manager/ Team Leader job \(opens in a new window\)](#) ^[13]

- **NHS 111 Call Handler – Taunton | Flexible Shift Patterns Available**

Taunton, TA1 2PX

Salary:

£12.21

Type:

Permanent

Employer:

HUC

[Apply now on NHS Jobs for NHS 111 Call Handler – Taunton | Flexible Shift Patterns Available job \(opens in a new window\)](#) ^[14]

- **Team Leader**

London, NW8 0HJ

Salary:

£14.35 to £14.36

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) ^[15]

- **Team Leader**

London, NW1 2BU

Salary:

£36095.00

Type:

Permanent

Employer:

G4S

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) ^[16]

- **Team Leader**

Barnstaple, EX31 4JB

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Royal Devon University Healthcare NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) ^[17]

- **Team Leader**

Watford, HP17 3XE

Salary:

£48270.00 to £54931.00

Type:

Permanent

Employer:

Hertfordshire Partnership University NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) ^[18]

- **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 \(opens in a new window\)](#) ^[19]

- **Team Leader**

Kirkstall, LS5 3ED

Salary:

£14.50

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) ^[20]

- **Team Leader**

Eastbourne, BN21 3UU

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Sussex Partnership NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) ^[21]

- **Team Leader**

London and South East, HP1 2RJ

Salary:

£31512.00 to £31512.00

Type:

Permanent

Employer:

Cygnnet Health Care

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) ^[22]

- **Team Leader**

London and South East, HP1 2RJ

Salary:

£31512.00 to £31512.00

Type:

Permanent

Employer:

Cygnnet Health Care

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) ^[23]

- **Team Leader**

Huddersfield, HD2 2AH

Salary:

£25740.00 to £25936.00

Type:

Permanent

Employer:

Elysium Healthcare

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) ^[24]

- **Clinical Team Leader**

Hull, HU74DW

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

City Health Care Partnership CIC

[Apply now on NHS Jobs for Clinical Team Leader job \(opens in a new window\)](#) ^[25]

- **MDT Team Leader**

Warwick, CV34 5BW

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

South Warwickshire University NHS Foundation Trust

[Apply now on NHS Jobs for MDT Team Leader job \(opens in a new window\)](#) ^[26]

- **Scrub Team Leader**

Darlington, DL3 6HX

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 \(opens in a new window\)](#) ^[26]

- **Administration Team Leader**

Little Plumstead, NR13 5EW

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Hertfordshire Partnership University NHS Foundation Trust

[Apply now on NHS Jobs for Administration Team Leader job \(opens in a new window\)](#) ^[28]

- **Domestic Team Leader**

Sheffield, S1 2PJ

Salary:

£24169.00

Type:

Permanent

Employer:

Sheffield Teaching Hospitals NHS Foundation Trust

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

[29]

- **Clinical Team Leader**

Dawlish, EX7 0NR

Salary:

£38862.00 to £46580.00

Type:

Permanent

Employer:

Devon Partnership NHS Trust

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

- **Receptionist Team Leader**

Hunstanton, PE36 5DN

Salary:

£13.52

Type:

Permanent

Employer:

Primary Care Careers

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

- **IPU Team Leader**

Lewes, BN8 4ED

Salary:

£38085.00 to £45861.00

Type:

Permanent

Employer:

St Peter & St James Hospice

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

- **Team Leader - Nights**

Redhill, RH1 5BA

Salary:

£15.00

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

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

- **Team Leader - Maternity**

Leeds, LS9 7TF

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

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

^[34]

- **Building Team Leader**

London, SE5 8AZ

Salary:

£35964.00 to £43780.00

Type:

Permanent

Employer:

South London and Maudsley NHS Foundation Trust

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

- **Team Leader - Care**

Southampton, SO30 2DF

Salary:

£15.56

Type:

Permanent

Employer:

Barchester Healthcare

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

- **Midwifery Team Leader**

London, N19 5NF

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

Whittington Hospital NHS Trust

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

[37]

- **Theatre Team Leader**

Runcorn, WA7 2DA

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Warrington and Halton Teaching Hospitals NHSFT

[Apply now on NHS Jobs for Theatre Team Leader job \(opens in a new window\)](#) [38]

- **Clinical Team Leader**

Mansfield, NG18 4GW

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

[Apply now on NHS Jobs for Clinical Team Leader job \(opens in a new window\)](#) [39]

- **Team Leader Audiologist**

Hounslow, TW3 3EL

Salary:

£51883.00 to £58544.00

Type:

Permanent

Employer:

West London NHS Trust

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

[40]

- **Commissioning Team Leader**

Park Way, Welwyn Garden City, AL8 6JL

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

NHS Hertfordshire and West Essex Integrated Care Board (468)

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

- **Team Leader - Bank**

Redhill, RH1 5BA

Salary:

£15.00

Type:

Bank

Employer:

Avery Healthcare Group Ltd.

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

- **Care Team Leader**

Austerson, CW5 8AB

Salary:

£14.72

Type:

Permanent

Employer:

Akari Care Limited

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

- **Theatre Team Leader**

Liverpool, L8 7SS

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Liverpool Women's NHS Foundation Trust

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

- **Site Team Leader**

Sutton Coldfield, B74 2UE

Salary:

£28700.00 to £31000.00

Type:

Permanent

Employer:

Sutton Coldfield Group Practice
[Apply now on NHS Jobs for Site Team Leader job \(opens in a new window\)](#) ^[45]

- **Clinical Team Leader**

Norwich, NR6 5BE

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Norfolk & Suffolk Foundation NHS Trust

[Apply now on NHS Jobs for Clinical Team Leader job \(opens in a new window\)](#) ^[46]

- **Physiotherapy Inpatient Team Leader**

Birmingham, West Midlands , B74 3UP

Salary:

Negotiable

Type:

Permanent

Employer:

Spire Healthcare Ltd

[Apply now on NHS Jobs for Physiotherapy Inpatient Team Leader job \(opens in a new window\)](#) ^[47]

- **Manual Handling Team leader**

Leicester, LE1 5WW

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

University Hospitals of Leicester NHS Trust

[Apply now on NHS Jobs for Manual Handling Team leader job \(opens in a new window\)](#) ^[48]

- **Community Midwives Team Leader**

Buckingham, MK18 1NU

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Buckinghamshire Healthcare NHS Trust
[Apply now on NHS Jobs for Community Midwives Team Leader job \(opens in a new window\)](#) ^[49]

- **EPOC Deputy Team Leader**

Nottingham, NG5 1PB

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Nottingham University Hospitals NHS Trusts

[Apply now on NHS Jobs for EPOC Deputy Team Leader job \(opens in a new window\)](#) ^[50]

- **Deputy Team Leader Scrub**

Chertsey, KT16 0PZ

Salary:

£39205.00 to £47084.00

Type:

Permanent

Employer:

Ashford & St. Peter's Hospitals NHS Foundation Trust

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

- **Team Leader Retreat East**

Bournemouth, BH25JW

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Dorset HealthCare University NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader Retreat East job \(opens in a new window\)](#) ^[52]

- **Nurse Team Leader - Neonatal**

Stevenage, SG1 4AB

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

East and North Hertfordshire Teaching NHS Trust

Apply now on NHS Jobs for Nurse Team Leader - Neonatal job (opens in a new window) ^[53]

- **Estates Electrical Team Leader**

London, SE5 8AZ

Salary:

£35964.00 to £43780.00

Type:

Permanent

Employer:

South London and Maudsley NHS Foundation Trust

Apply now on NHS Jobs for Estates Electrical Team Leader job (opens in a new window) ^[54]

- **Estates Electrical Team Leader**

London, SE5 8AZ

Salary:

£35964.00 to £43780.00

Type:

Permanent

Employer:

South London and Maudsley NHS Foundation Trust

Apply now on NHS Jobs for Estates Electrical Team Leader job (opens in a new window) ^[54]

- **Team Leader - OPMH CMHT**

Southampton, SO30 3JB

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Hampshire and Isle of Wight Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Team Leader - OPMH CMHT job (opens in a new window) ^[55]

- **Paediatric Audiology Team Leader**

Carshalton, SM5 1AA

Salary:

£59490.00 to £66239.00

Type:

Fixed-Term

Employer:

Epsom and St Helier University Hospitals NHS Trust

[Apply now on NHS Jobs for Paediatric Audiology Team Leader job \(opens in a new window\)](#) ^[56]

- **Community nursing team leader**

Strood and Rainham, ME2 4UL

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Medway Community Healthcare

[Apply now on NHS Jobs for Community nursing team leader job \(opens in a new window\)](#) ^[57]

- **Senior Team Leader (Mechanical)**

Bury St. Edmunds, IP33 2QZ

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

West Suffolk NHS Foundation Trust

[Apply now on NHS Jobs for Senior Team Leader \(Mechanical\) job \(opens in a new window\)](#) ^[58]

- **Community Nurse Team Leader**

Broadstairs, CT10 2WA

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Kent Community Health NHS Foundation Trust

[Apply now on NHS Jobs for Community Nurse Team Leader job \(opens in a new window\)](#) ^[59]

- **Team Leader-Patient Access**

London, SW10 9NH

Salary:

£35964.00 to £43780.00

Type:

Permanent

Employer:

Chelsea and Westminster Hospital NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader-Patient Access job \(opens in a new window\)](#) ^[60]

- **Nurse Team Leader - Renal**

Stevenage, SG1 4AB

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

East and North Hertfordshire Teaching NHS Trust

[Apply now on NHS Jobs for Nurse Team Leader - Renal job \(opens in a new window\)](#) ^[61]

- **Team Leader - Theatres Recovery**

Nottingham, NG5 1PB

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Nottingham University Hospitals NHS Trusts

[Apply now on NHS Jobs for Team Leader - Theatres Recovery job \(opens in a new window\)](#) ^[62]

- **0577 - Team Leader (Nurse)**

Barnsley, S75 2EP

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Barnsley Hospital NHS Foundation Trust

[Apply now on NHS Jobs for 0577 - Team Leader \(Nurse\) job \(opens in a new window\)](#) ^[63]

• Further information

Find out about other NHS 111 roles and working in the NHS 111 service as a clinical manager [64].

And visit the NHS England website [65] 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 [66]

Skills for Health [4]

NHS 111 [67]

Other roles that may interest you

- Clinical manager [64]
- Integrated urgent care/NHS 111 roles [68]
- Knowledge and library services [69]
- Experienced paramedic [70]

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Links

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