

# 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 Team Leader – 111P2/SPOA/Triage & Assessment Team**

Brecon, LD3 0LY

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Powys Teaching Health Board

[Apply now on NHS Jobs for 111 Team Leader – 111P2/SPOA/Triage & Assessment Team job \(opens in a new window\)](#) <sup>[5]</sup>

- **111 Call Handler**

Cwmbran, NP44 7HF

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>

- **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>[7]</sup>

- **NHS 111 Clinical Advisor**

Willesborough, TN24 0GP

Norwich, NR7 0WF

Ipswich, IP3 9FH

Salary:

£19.12 to £30.59

Type:

Permanent

Employer:

Integrated Care 24 Ltd

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

- **NHS 111 Health Advisor - Ashford**

Kingston House, Ashford, TN24 0GP

Salary:

£24929.44

Type:

Permanent

Employer:

Integrated Care 24 Ltd

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

- **NHS 111 Health Advisor - Norwich**

Reed House, Norwich, NR7 0WF

Salary:

£24929.44

Type:

Permanent

Employer:

Integrated Care 24 Ltd

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

- **NHS 111 Health Advisor - Pathways Trained**

Hybrid, with occasional travel to one of our contact centres, TN24 0GP

Salary:

£24929.44

Type:

Permanent

Employer:

Integrated Care 24 Ltd

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

- **NHS 111 Health Advisor - Pathways Trained**

Hybrid, with occasional travel to one of our contact centres, TN24 0GP

Salary:

£24929.44

Type:

Permanent

Employer:

Integrated Care 24 Ltd

[Apply now on NHS Jobs for NHS 111 Health Advisor - Pathways Trained job \(opens in a new window\)](#) <sup>[12]</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>[13]</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>[14]</sup>

- **NHS 111 Health Advisor - Pathways Trained**

Norwich, NR7 0WF

Salary:

£24929.44

Type:

Permanent

Employer:

Integrated Care 24 Ltd

[Apply now on NHS Jobs for NHS 111 Health Advisor - Pathways Trained job \(opens in a new window\)](#) <sup>[15]</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>[16]</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>[17]</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>[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 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>[20]</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>[21]</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>[22]</sup>

- **Team Leader**

Headingley, LS6 2BG

Salary:

£14.90

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

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

- **Team Leader**

Bournville, B31 2FR

Salary:

£14.25

Type:

Permanent

Employer:



Avery Healthcare Group Ltd.  
[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) <sup>[24]</sup>

- **Team Leader**

Poole, BH15 8WG

Salary:  
£37338.00 to £44962.00

Type:  
Permanent

Employer:  
Dorset HealthCare University NHS Foundation Trust  
[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) <sup>[25]</sup>

- **Team Leader**

Kirkstall, LS5 3ED

Salary:  
£14.50

Type:  
Permanent

Employer:  
Avery Healthcare Group Ltd.  
[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) <sup>[26]</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>[27]</sup>

- **Team Leader**

Worthing, BN133EP

Salary:  
£46148.00 to £52809.00

Type:  
Permanent

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

- **Team Leader - Nights**

Headingley, LS6 2BG

Salary:

£14.20

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

[Apply now on NHS Jobs for Team Leader - Nights job \(opens in a new window\)](#) [29]

- **Team Leader - Care**

Ross-on-Wye, HR9 7BQ

Salary:

£14.50

Type:

Permanent

Employer:

Barchester Healthcare

[Apply now on NHS Jobs for Team Leader - Care 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]

- **Theatre Team Leader**

Southampton, SO16 6YD

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

University Hospital Southampton NHS Trust

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

- **Decontamination Team leader**

Gorleston, NR31 6LA

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

James Paget University Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Decontamination Team leader job \(opens in a new window\)](#) <sup>[33]</sup>

- **Inventory Team Leader**

317 Trustwide, NE7 7DN

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

The Newcastle upon Tyne Hospitals NHS Foundation Trust

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

- **Clinical Team Leader**

Nottinghamshire, NG6 9DR

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

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

- **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 \(opens in a new window\)](#) <sup>[36]</sup>

- **Therapy Team Leader**

Rotherham, S60 2TY

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

The Rotherham NHS Foundation Trust

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

- **Secretary team leader**

Manchester, M21 9NJ

Salary:

Negotiable

Type:

Permanent

Employer:

Chorlton Family Practice

[Apply now on NHS Jobs for Secretary team leader job \(opens in a new window\)](#) <sup>[38]</sup>

- **Team Leader - L36**

Leeds, LS1 3EX

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Leeds Teaching Hospitals

[Apply now on NHS Jobs for Team Leader - L36 job \(opens in a new window\)](#) <sup>[39]</sup>

- **Team Leader - Neurology**

Harrow, HA1 3UJ

Salary:

£34521.00 to £41956.00

Type:

Permanent

Employer:

London North West University Healthcare NHS Trust

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

<sup>[40]</sup>

- **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 \(opens in a new window\)](#) <sup>[41]</sup>

- **Admin Team Leader**

Nottingham, NG6 9DR

Salary:

£26530.00 to £29114.00

Type:

Secondment

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

[Apply now on NHS Jobs for Admin Team Leader job \(opens in a new window\)](#) <sup>[42]</sup>

- **Endoscopy Team Leader**

Merseyside, WA9 3DA

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Mersey and West Lancashire Teaching Hospitals NHS Trust

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

<sup>[43]</sup>

- **Team Leader - Care**

Kettering, NN15 7JZ

Salary:

£14.47

Type:

Permanent

Employer:

Barchester Healthcare

[Apply now on NHS Jobs for Team Leader - Care job \(opens in a new window\)](#) <sup>[44]</sup>

- **Scrub Team Leader**

Bishop Auckland, DL14 6AD

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>

- **Retrieval Team Leader**

London, NW9 5BG

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

NHS Blood and Transplant

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

<sup>[46]</sup>

- **Clinical Team Leader**

Nottinghamshire, NG6 9DR

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

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

- **Clinical Team Leader**

Guildford, GU2 7LX

Salary:

£39205.00 to £47084.00

Type:

Permanent

Employer:

Surrey and Borders Partnership NHS Foundation Trust

[Apply now on NHS Jobs for Clinical Team Leader job \(opens in a new window\)](#) <sup>[48]</sup>

- **Clinical Team Leader**

London, W6 8NF

Salary:

£44806.00 to £53134.00

Type:

Permanent

Employer:

West London NHS Trust

[Apply now on NHS Jobs for Clinical Team Leader job \(opens in a new window\)](#) <sup>[49]</sup>

- **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 \(opens in a new window\)](#) <sup>[50]</sup>

- **IPU Team Leader**

Lewes, BN8 4ED

Salary:

£30468.00 to £36688.80

Type:

Permanent

Employer:

St Peter & St James Hospice

[Apply now on NHS Jobs for IPU Team Leader job \(opens in a new window\)](#) <sup>[51]</sup>

- **Administration Team Leader**

London, WC1N 3BG

Salary:

£35964.00 to £43780.00

Type:

Fixed-Term

Employer:

University College London Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Administration Team Leader job \(opens in a new window\)](#) <sup>[52]</sup>

- **Prepping Team Leader**

Plymouth, PL6 5UF

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

University Hospitals Plymouth NHS Trust

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

[53]

- **Facilities Team Leader**

Wells, BA5 1TJ

Shepton Mallet, BA4 4PG

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Somerset NHS Foundation Trust

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

[54]

- **Team Leader - RNOH**

Stanmore, HA7 4LP

Salary:

£36095.00

Type:

Permanent

Employer:

G4S

[Apply now on NHS Jobs for Team Leader - RNOH job \(opens in a new window\)](#) [55]

- **Nursing 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 Nursing Team Leader job \(opens in a new window\)](#) <sup>[56]</sup>

- **Night Team Leader - Hull**

Hull, HU9 1QA

Salary:

£13.75 to £15.75

Type:

Permanent

Employer:

Brainkind

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

<sup>[57]</sup>

- **Perinatal Clinical Team Leader**

Ivybridge, PL21 9AB

Exeter, EX25AF

Torquay, TQ1 4DZ

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Devon Partnership NHS Trust

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

- **M&E Team Leader**

Chelmsford, CM1 7WE

Salary:

£37338.00

Type:

Permanent

Employer:

Mid and South Essex NHS Foundation Trust

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

- **2798 - Endoscopy Team Leader**

Barnsley, S75 2EP

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Barnsley Hospital NHS Foundation Trust

[Apply now on NHS Jobs for 2798 - Endoscopy Team Leader job \(opens in a new window\)](#) <sup>[60]</sup>

- **CYPMHS West Team Leader**

St Albans, AL3 5TL

Salary:

£48270.00 to £54931.00

Type:

Permanent

Employer:

Hertfordshire Partnership University NHS Foundation Trust

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

- **District Nurse Team Leader**

Bletchley, MK3 6EN

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Central and North West London NHS Foundation Trust

[Apply now on NHS Jobs for District Nurse Team Leader job \(opens in a new window\)](#) <sup>[62]</sup>

- **Call Centre Team Leader**

Shrewsbury, SY1 3GZ

Salary:

£14.20

Type:

Permanent

Employer:

Shropshire Doctors Co-operative Limited 'Shropdoc'

[Apply now on NHS Jobs for Call Centre Team Leader job \(opens in a new window\)](#) <sup>[63]</sup>

- **Specialist Technician Team Leader**

Chelmsford, CM1 7ET

Salary:

£38682.00

Type:

Permanent

Employer:

Mid and South Essex NHS Foundation Trust

[Apply now on NHS Jobs for Specialist Technician Team Leader job \(opens in a new window\)](#) [64]

## • Further information

Find out about other NHS 111 roles and working in the NHS 111 service as a [clinical manager](#) [65].

And visit the [NHS England website](#) [66] 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](#) [67]

[Skills for Health](#) [4]

[NHS 111](#) [68]

## Other roles that may interest you

- [Clinical manager](#) [65]
- [Integrated urgent care/NHS 111 roles](#) [69]
- [Knowledge and library services](#) [70]
- [Experienced paramedic](#) [71]

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### Links

[1] <https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-management/integrated-urgent-care/nhs-111-team-leader/real-life-story-hayley-leckie> [2]

<https://www.healthcareers.nhs.uk/privacy-and-cookies/#CookieDeclarationChangeConsentChange> [3]

<https://www.youtube.com/NHSCareers> [4] <http://www.skillsforhealth.org.uk/> [5]

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