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# 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 <u>cookies</u> [2]. Alternatively, visit our YouTube Channel to view our <u>videos</u> [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 M aster'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 advertsed 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) [5]

#### ○ 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) [6]

#### 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) [7]

### Adminstrator MH 111 press 2

Pontypool, NP4 6LG

Salary:

£24433.00 to £26060.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for Adminstrator MH 111 press 2 job (opens in a new window) [8]

#### 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) [9]

### 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) [10]

### 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) [11]

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

Newcastle, NE15 8NY

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

North East Ambulance Service NHS Foundation Trust

<u>Apply now on NHS Jobs for Health Advisor - 111/999 Call Taker job (opens in a new window)</u> [12]

### 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) [13]

### 111 Health Advisor (Call Handler) - Crawley

Crawley, RH10 9BG

Salary:

£24938.00 to £26598.00

Type:

Permanent

Employer:

**SECamb** 

Apply now on NHS Jobs for 111 Health Advisor (Call Handler) - Crawley job (opens in a new window) [14]

### 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) [15]

### 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) [16]

### o 111 Health Advisor (Call Handler) - Gillingham

Gillingham, ME8 6PL

Salary:

£24938.00 to £26598.00

Type:

Permanent

Employer:

**SECamb** 

Apply now on NHS Jobs for 111 Health Advisor (Call Handler) - Gillingham job (opens in a new window) [17]

### Nurse / Paramedic Clinical Advisor - Peterborough - NHS 111

Peterbourough, PE2 8TY

Salary:

£18.75 to £27.17

Type:

Permanent

Employer:

HUC

Apply now on NHS Jobs for Nurse / Paramedic Clinical Advisor - Peterborough - NHS 111 job (opens in a new window) [18]

#### 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

<u>Apply now on NHS Jobs for NHS 111 Health Advisor Part Time - Bicester job</u>

(opens in a new window) [19]

### 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) [20]

#### 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) [21]

#### Nurse / Paramedic Clinical Advisor - Bedford - NHS 111

Bedford, MK42 9QG

Salary:

£18.75 to £27.17

Type:

Permanent

Employer:

HUC

Apply now on NHS Jobs for Nurse / Paramedic Clinical Advisor - Bedford - NHS 111 job (opens in a new window) [22]

#### Nurse / Paramedic Clinical Advisor - Taunton - NHS 111

Taunton, TA1 2PX

Salary:

£18.75 to £27.17

Type:

Permanent

Employer:

HUC

Apply now on NHS Jobs for Nurse / Paramedic Clinical Advisor - Taunton - NHS 111 job (opens in a new window) [23]

### 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) [24]

# Nurse / Paramedic Clinical Advisor - Welwyn Garden City - NHS 111

Welwyn Garden City, AL7 4HL

Salary:

£18.75 to £27.17

Type:

Permanent

Employer:

HUC

Apply now on NHS Jobs for Nurse / Paramedic Clinical Advisor - Welwyn Garden City - NHS 111 job (opens in a new window) [25]

#### Team Leader

Headingly, 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) [26]

#### 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 Team Leader job (opens in a new window) [27]

#### Team Leader

Wandworth Common, SW18 2QU

Salary:

£15.80

Type:

Permanent

Employer:

#### 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) [29]

#### 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) [30]

#### 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) [31]

#### Team Leader

Radlett, WD79HQ

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) [32]

#### Team Leader

Maidstone/Gravesend, ME17 4AH

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Kent Community Health NHS Foundation Trust

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

#### Team Leader

London and South East, HP1 2RJ

Salary:

£31512.00 to £31512.00

Type:

Permanent

Employer:

Cygnet Health Care

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

### Team Leader - Nights

Headingly, 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) [35]

#### Secretarial Team Leader

Sheffield, S10 2TH

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Sheffield Children's NHS Foundation Trust

Apply now on NHS Jobs for Secretarial Team Leader job (opens in a new window)

[36

### 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)

[37]

### Reception Team Leader

Leeds, LS12 3HD

Salary:

Negotiable

Type:

Permanent

Employer:

Dr G A Lees & Partners

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

#### Decontamination Team leader

Gorleston, NR31 6LA

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

James Paget University Hospitals NHS Foundation Trust

<u>Apply now on NHS Jobs for Decontamination Team leader job (opens in a new window)</u>

[39]

#### Clinical Team Leader

Nottinghamshire, NG6 9DR

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

Nottingham, NG5 3FL

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) [41]

#### 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) [42]

#### Team Leader Dietitian

Nottingham, NG7 2UH

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Nottingham University Hospitals NHS Trusts

Apply now on NHS Jobs for Team Leader Dietitian job (opens in a new window) [43]

### Team Leader - Nights

Wandworth 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) [44]

### 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) [45]

#### 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) [46]

### 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) [47]

### Administration Team Leader

Liverpool, L14 3LB

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Liverpool University Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Administration Team Leader job (opens in a new window) [48]

#### Cook Team Leader

Bodelwyddan, LL18 5UJ

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) [49]

#### Team Leader - Care

Beverley, HU17 8RN

Salary:

£15.50

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Team Leader - Care job (opens in a new window) [50]

### 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)

[51]

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) [52]

#### Clinical Team Leader

Plymouth, PL6 5AF Plymouth, PL6 5AF

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Livewell Southwest

Apply now on NHS Jobs for Clinical Team Leader job (opens in a new window) [53]

#### Recruitment Team Leader

Sheffield, S4 7TT

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Sheffield Health and Social Care NHS Foundation Trust

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

#### 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) [55]

#### 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) [56]

#### 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) [57]

# Team Leader – Endoscopy

Wrexham, LL13 7TD

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) [58]

#### Administrative Team Leader

Dorchester, DT2 8FY

Salary:

Negotiable

Type:

Permanent

Employer:

Puddletown Surgery

Apply now on NHS Jobs for Administrative Team Leader job (opens in a new window) [59]

### 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)

#### 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) [61]

#### 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)

#### Team Leader NCTC

London, NW9 5EQ

Salary:

£44852.00 to £50472.00

Type:

Permanent

Employer:

**UK Health Security Agency** 

Apply now on NHS Jobs for Team Leader NCTC job (opens in a new window) [63]

#### Treatment Team Leader

London, SE1 9RT

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

Guy's and St Thomas' NHS Foundation Trust

Apply now on NHS Jobs for Treatment Team Leader job (opens in a new window)

## Further information

Find out about other NHS 111 roles and working in the NHS 111 service as a <u>clinical</u> manager [65].

And visit the <u>NHS England website</u> [66] for further details about a career in integrated care/NHS 111. There's information about:

- o 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]

**Source URL:**<a href="https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-management/integrated-urgent-carenhs-111-team-leader?field\_field\_role=528&page=8&destination=/my-account/my-bookmarks/1911</a>

#### Links

[1] https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-management/integrated-urgent-carenhs-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]

https://beta.jobs.nhs.uk/candidate/jobadvert/H9070-25-0343 [6]

https://beta.jobs.nhs.uk/candidate/jobadvert/C9020-25-0116 [7]

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https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/clinical-manager [66]
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