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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 Health Advisor

Blackpool, FY4 4EW

Salary:

£12.67

Type:

Permanent

Employer:

FCMS

Apply now on NHS Jobs for 111 Health Advisor job (opens in a new window) [5]

NHS 111 Clinical Advisor

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

Salary:

£37338.00

Type:

Permanent

Employer:

DHU Healthcare

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

Senior Practitioner Mental Health 111

Brecon, LD3 0LY

Salary:

£37898.00 to £45637.00

Type:

Permanent

Employer:

Powys Teaching Health Board

Apply now on NHS Jobs for Senior Practitioner Mental Health 111 job (opens in a new window) [7]

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>
[8]

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) [9]

Urgent and Emergency Care Clinician (Nurse) - 111

Liverpool, L6 4EG

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

North West Ambulance Service NHS Trust

Apply now on NHS Jobs for Urgent and Emergency Care Clinician (Nurse) - 111 job (opens in a new window) [10]

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) [11]

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

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

<u>(opens in a new window)</u> [12]

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>

<u>(opens in a new window)</u> [13]

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) [14]

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) [15]

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

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

<u>(opens in a new window)</u> [16]

Deputy Ward Manager/Team leader

Bolton, BL4 0JR

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Bolton NHS Foundation Trust

Apply now on NHS Jobs for Deputy Ward Manager/Team leader job (opens in a new window) [17]

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

<u>Apply now on NHS Jobs for NHS 111 Health Advisor Full Time - Milton Keynes job</u>

<u>(opens in a new window)</u> [18]

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

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

<u>(opens in a new window)</u> [19]

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) [20]

Team Leader

Hull, HU3 4LB

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Hull University Teaching Hospitals NHS Trust

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

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) [22]

Team Leader

Wandworth 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) [23]

Team Leader

London, SW12 9HS

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

South West London and St Georges Mental Health NHS Trust

Team Leader

Cottingham, HU16 5JQ

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Hull University Teaching Hospitals NHS Trust

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

Team Leader

Radlett, WD7 9HQ

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) [26]

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) [27]

Security Team Leader

Brighton, BN2 5BE

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

Apply now on NHS Jobs for Security Team Leader job (opens in a new window) [28]

Deputy Team Leader

Hounslow, TW3 3LN

Salary:

£42939.00 to £50697.00

Type:

Permanent

Employer:

West London NHS Trust

Apply now on NHS Jobs for Deputy Team Leader job (opens in a new window) [29]

IPS Team Leader

St Helens, WA9 3DA

Salary:

£35392.00 to £42618.00

Type:

Fixed-Term

Employer:

Mersey Care NHS Foundation Trust

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

Nurse Team Leader

Rotherham, S60 2UD

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

The Rotherham NHS Foundation Trust

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

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)

[32]

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) [33]

Team Leader - Nights

Redhill, RH1 5BA

Salary:

£13.25

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

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

Nursing Team Leader

Manchester, M13 9WL

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Manchester University NHS Foundation Trust

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

Clinical Team Leader

Stourbridge, DY8 4JB

Salary:

Negotiable

Type:

Permanent

Employer:

The Dudley Group NHS Foundation Trust

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

Team Leader Radiographer

Kettering, NN16 8UZ

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Kettering General Hospital NHS Foundation Trust

Apply now on NHS Jobs for Team Leader Radiographer job (opens in a new window) [37]

Clinical Team Leader

Dawlish, EX7 0NR

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Devon Partnership NHS Trust

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

Clinical Team Leader

Poole, BH13 7LN

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Dorset HealthCare University NHS Foundation Trust

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

Clinical Team Leader

Harrow, HA1 3QF

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) [40]

Reception Team Leader

Brampton, CA8 1NL

Salary:

£28513.00 to £31619.00

Type:

Permanent

Employer:

Brampton Medical Practice

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

○ (CAMHS) Team Leader

Stalybridge, SK15 2AU

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Pennine Care NHS FT

Apply now on NHS Jobs for (CAMHS) Team Leader job (opens in a new window)
[42]

Nurse Team Leader

Reading, RG1 3ES

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

NHS Blood and Transplant

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

o Team Leader - Care

Chippenham, SN14 6UZ

Salary:

£15.99

Type:

Permanent

Employer:

Barchester Healthcare

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

Reception Team Leader

Telford, TF2 6JJ

Salary:

£26539.50

Type:

Permanent

Employer:

Teldoc

Apply now on NHS Jobs for Reception Team Leader job (opens in a new window)
[45]

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) [46]

HART Team Leader

Filton, BS34 7QH

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

South Western Ambulance Service NHS Foundation Trust

Apply now on NHS Jobs for HART Team Leader job (opens in a new window) [47]

CRHTT Team Leader

Chichester, PO19 1BX

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Sussex Partnership NHS Foundation Trust

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

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) [49]

Catering Team Leader

Southend On Sea, SS2 6PR

Salary:

£25000.00

Type:

Permanent

Employer:

Havens Hospices

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

Clinical Team Leader (Access Team)

Morcambe, LA3 2SL

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Lancashire & South Cumbria NHS Foundation Trust

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

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

SACT Booking Team Leader

Bodelwyddan, LL18 5UJ

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

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

District Nursing Team Leader

Mid Mersey, L34 1PJ

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Mersey Care NHS Foundation Trust

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

Endoscopy Administration Team Leader

London, NW1 2BU

Salary:

£35964.00 to £43780.00

Type:

Fixed-Term

Employer:

University College London Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Endoscopy Administration Team Leader job (opens in a new window) [55]

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)

[56

Practice Cleaner Team Leader

Huddersfield, HD9 3TR Holmfirth, HD9 4EN

Salary:

Negotiable

Type:

Permanent

Employer:

Elmwood Family Doctors

Apply now on NHS Jobs for Practice Cleaner Team Leader job (opens in a new window) [57]

Team Leader (night service)

Mountain Ash, CF45 4BZ

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

Apply now on NHS Jobs for Team Leader (night service) job (opens in a new window) [58]

Patients' Library Team Leader

Woodbeck, DN22 0PD

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Nottinghamshire Healthcare NHS Foundation Trust

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

Acting Night Team Leader

Wombwell, S73 0HL

Salary:

£12.60

Type:

Permanent

Employer:

Cygnet Health Care

Apply now on NHS Jobs for Acting Night Team Leader job (opens in a new window) [60]

Clinical Coding Team Leader

Hereford, HR1 2ER

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Wye Valley NHS Trust

Apply now on NHS Jobs for Clinical Coding Team Leader job (opens in a new window) [61]

Assistant Facilities Team Leader

Wells, BA5 1TJ

Shepton Mallet, BA4 4PG

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Somerset NHS Foundation Trust

Apply now on NHS Jobs for Assistant Facilities Team Leader job (opens in a new window) [62]

Community Nurse Team Leader

Coventry, CV1 4NZ

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

University Hospitals Coventry and Warwickshire NHS Trust

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

Community Nursing Team Leader

Whitehaven, CA28 7QE

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

North Cumbria Integrated Care NHS Foundation Trust

Apply now on NHS Jobs for Community Nursing 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 <u>clinical</u> manager [65].

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

- o an apprenticeship scheme
- o accreditation and qualifications
- o example job descriptions
- o case studies
- o 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-carenhs-111-team-leader/real-life-story-hayley-leckie [2] https://www.healthcareers.nhs.uk/privacy-and-cookies/#CookieDeclarationChangeConsentChange [3]

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