

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 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]

- **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 \(opens in a new window\)](#) ^[6]

- **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 \(opens in a new window\)](#) ^[7]

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

^[8]

- **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 \(opens in a new window\)](#) ^[9]

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

- **NHS 111 Health Advisor**

Stockton-on-tees, TS176QY

Salary:

£12.21 to £15.71

Type:

Permanent

Employer:

Practice Plus Group

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

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

- **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 \(opens in a new window\)](#) ^[13]

- **111 Health Advisor (Call Handler) - Gillingham**

Gillingham, ME8 6PL

Salary:

£24071.00 to £25674.00

Type:

Permanent

Employer:

SECamb

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

- **Advanced Practitioner 111 and IUC CAS**

Newburn Riverside Business Park, NE15 8NY

Salary:

Negotiable

Type:

Permanent

Employer:

North East Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for Advanced Practitioner 111 and IUC CAS job \(opens in a new window\)](#) ^[15]

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

Crawley, RH10 9BG

Salary:

£24071.00 to £25674.00

Type:

Permanent

Employer:

SECamb

[Apply now on NHS Jobs for 111 Health Advisor \(Call Handler\) - Crawley job \(opens in a new window\)](#) ^[16]

- **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 \(opens in a new window\)](#) ^[17]

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

[Apply now on NHS Jobs for NHS 111 Health Advisor Part Time - Bicester job \(opens in a new window\)](#) ^[19]

- **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 \(opens in a new window\)](#) ^[20]

- **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 \(opens in a new window\)](#) ^[21]

- **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 \(opens in a new window\)](#) ^[22]

- **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 \(opens in a new window\)](#) ^[23]

- **Team Leader**

Sheffield, S6 4TF

Salary:

£13.60

Type:

Permanent

Employer:

Avery Healthcare Group Ltd.

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

- **Team Leader**

London, UB2 4SD

Salary:

£51883.00 to £58544.00

Type:

Permanent

Employer:

West London NHS Trust

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

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

- **Team Leader**

London, SW12 9HS

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

South West London and St Georges Mental Health NHS Trust

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) ^[27]

- **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 \(opens in a new window\)](#) ^[28]

- **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 \(opens in a new window\)](#) ^[29]

- **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 \(opens in a new window\)](#) ^[30]

- **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 \(opens in a new window\)](#) ^[31]

- **Admin Team Leader**

Rhyl, LL8 3AS

Salary:

£26928.00 to £29551.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

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

- **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 \(opens in a new window\)](#) ^[33]

- **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 \(opens in a new window\)](#) ^[34]

- **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 \(opens in a new window\)](#) ^[35]

- **Community Team Leader**

bradford, BD96DP

Salary:

£46148.00 to £52809.00

Type:

Fixed-Term

Employer:

Bradford District Care NHS Foundation Trust

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

^[36]

- **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 \(opens in a new window\)](#) ^[37]

- **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 \(opens in a new window\)](#) ^[38]

- **CAMHS Team Leader**

Newtown, SY16 1EG

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Powys Teaching Health Board

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

- **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 \(opens in a new window\)](#) ^[40]

- **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 \(opens in a new window\)](#) ^[41]

- **Kitchen Team Leader**

York, YO31 8HE

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

York Teaching Hospital Facilities Management (LLP)

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

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

^[43]

- **CAMHS Team Leader**

Worcester, WR5 1JG

Kidderminster, DY10 1PG

Redditch, B98 8AH

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Herefordshire and Worcestershire Health and Care NHS Trust

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

- **Theatre Team Leader**

Scunthorpe, DN15 7BH

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Northern Lincolnshire and Goole NHS Foundation Trust

[Apply now on NHS Jobs for Theatre Team Leader job \(opens in a new window\)](#) ^[45]

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

^[46]

- **Team Leader - Care**

Chippenham, SN14 6UZ

Salary:

£15.99

Type:

Permanent

Employer:

Barchester Healthcare

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

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

^[48]

- **Reception Team Leader**

Telford, TF2 6JJ

Salary:

£26539.50

Type:

Permanent

Employer:

Teldoc

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

[49]

- **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 \(opens in a new window\)](#) [50]

- **Administration Team Leader**

Bradford, BD10 0JE

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Westcliffe Health Innovations

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

- **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 \(opens in a new window\)](#) [52]

- **SSDU Team Leader**

Lostock, BL6 4SB

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Wrightington Wigan & Leigh Teaching Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for SSDU Team Leader job \(opens in a new window\)](#) ^[53]

- **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 \(opens in a new window\)](#) ^[54]

- **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 \(opens in a new window\)](#) ^[55]

- **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 \(opens in a new window\)](#) ^[56]

- **Estates Mechanical Team Leader**

London, E11 1NR

Salary:

£42939.00 to £50697.00

Type:

Permanent

Employer:

Barts Health NHS Trust

[Apply now on NHS Jobs for Estates Mechanical Team Leader job \(opens in a new window\)](#) ^[57]

- **Sterile Services Team Leader**

Stoke-On-Trent, ST4 6QG

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

University Hospital of North Midlands NHS Trust

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

- **Team Leader (Ref: 0035ZD)**

Ayr, KA7 2EA

Salary:

£32000.00 to £32000.00

Type:

Permanent

Employer:

We Are With You

[Apply now on NHS Jobs for Team Leader \(Ref: 0035ZD\) job \(opens in a new window\)](#) ^[59]

- **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 \(opens in a new window\)](#) ^[60]

- **Band 4 Team Leader**

Birmingham, B5 7EG

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Birmingham Community Healthcare NHS FT

[Apply now on NHS Jobs for Band 4 Team Leader job \(opens in a new window\)](#) ^[61]

- **MSK Physiotherapy Team Leader**

Evesham, WR11 1JT

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Herefordshire and Worcestershire Health and Care NHS Trust

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

- **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 \(opens in a new window\)](#) ^[63]

- **Cleaning Services Team Leader**

NOTTINGHAM, NG5 1PB

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Nottingham University Hospitals NHS Trusts

[Apply now on NHS Jobs for Cleaning Services 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]

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<https://beta.jobs.nhs.uk/candidate/jobadvert/M0007-25-0003> [52]
<https://beta.jobs.nhs.uk/candidate/jobadvert/C9354-25-0492> [53]
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