

# 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 Call Handler**

Swansea, SA7 9EH

Salary:

£25313.00 to £26999.00

Type:

Permanent

Employer:

Welsh Ambulance NHS Trust

[Apply now on NHS Jobs for 111 Call Handler job \(opens in a new window\)](#) <sup>[5]</sup>

- **111 Call Handler**

Cwmbran, NP44 7HF

Salary:

£25313.00 to £26999.00

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

<sup>[7]</sup>

- **NHS 111 Health Advisor**

Bristol, BS10 7TQ

Salary:

£12.21 to £12.21

Type:

Permanent

Employer:

Practice Plus Group

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

<sup>[8]</sup>

- **Inventory Management Team Leader**

Poole, BH15 2JB

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

University Hospitals Dorset NHS Foundation Trust

[Apply now on NHS Jobs for Inventory Management Team Leader job \(opens in a new window\)](#) <sup>[9]</sup>

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

Newcastle, NE15 8NY

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

North East Ambulance Service NHS Foundation Trust

[Apply now on NHS Jobs for Health Advisor - 111/999 Call Taker job \(opens in a new window\)](#) <sup>[10]</sup>

- **Crisis Care Practitioner - 111 Mental Health Option**

Bury St Edmunds, IP33 2QZ

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Norfolk & Suffolk Foundation NHS Trust

[Apply now on NHS Jobs for Crisis Care Practitioner - 111 Mental Health Option job \(opens in a new window\)](#) <sup>[11]</sup>

- **NHS 111 Health Advisor Part Time - Otterbourne**

Otterbourne, SO21 2RU

Salary:

£24937.00 to £26598.00

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>[12]</sup>

- **NHS 111 Health Advisor Part Time - Bicester**

Bicester, OX26 6HR

Salary:

£24937.00 to £26598.00

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>[13]</sup>

- **Senior Crisis Care Practitioner - 111 Mental Health Option**

Bury St Edmunds, IP22 2QZ

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Norfolk & Suffolk Foundation NHS Trust

[Apply now on NHS Jobs for Senior Crisis Care Practitioner - 111 Mental Health Option job \(opens in a new window\)](#) <sup>[14]</sup>

- **NHS 111 Health Advisor Part Time - Milton Keynes**

Milton Keynes, MK5 8HJ

Salary:

£24937.00 to £26598.00

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>[15]</sup>

- **Band 6 Crisis Transformation Nurse - NHS 111 and Recovery House**

Birmingham, B15 2SY

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Birmingham and Solihull Mental Health NHS Foundation Trust

[Apply now on NHS Jobs for Band 6 Crisis Transformation Nurse - NHS 111 and Recovery House job \(opens in a new window\)](#) <sup>[16]</sup>

- **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 \(opens in a new window\)](#) <sup>[17]</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>[18]</sup>

- **Team Leader**

East Midlands, DE4 3JP

Salary:

£13.78

Type:

Permanent

Employer:

Cygnnet Health Care

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) <sup>[19]</sup>

- **Team Leader**

Cramlington, NE23 6NZ

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Northumbria Healthcare NHS Foundation Trust

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

- **Team Leader**

London, NW1 2BU

Salary:

£36095.00

Type:

Permanent

Employer:

G4S

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

- **Team Leader**

Rotherham, S60 2UD

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

The Rotherham NHS Foundation Trust

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

- **Team Leader**

Hessle, HU13 9NW

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Humber Teaching NHS Foundation Trust

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

- **Team Leader**

Wakefield, WF1 4DG

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

The Mid Yorkshire Teaching NHS Trust

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



- **Deputy Team Leader**

York, YO31 8HE

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

York and Scarborough Teaching Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Deputy Team Leader job \(opens in a new window\)](#) <sup>[25]</sup>

- **Clinical Team Leader**

Barrow-in-Furness, LA14 4LF

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Lancashire & South Cumbria NHS Foundation Trust

[Apply now on NHS Jobs for Clinical Team Leader job \(opens in a new window\)](#) <sup>[26]</sup>

- **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 \(opens in a new window\)](#) <sup>[27]</sup>

- **Team Leader - Care**

Southampton, SO30 2DF

Salary:

£15.56

Type:

Permanent

Employer:

Barchester Healthcare

[Apply now on NHS Jobs for Team Leader - Care job \(opens in a new window\)](#) <sup>[28]</sup>

- **Team Leader Scrub**

Wigan, WN6 9EP

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Wrightington Wigan & Leigh Teaching Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader Scrub job \(opens in a new window\)](#) <sup>[29]</sup>

- **Scrub Team Leader**

Aylesbury, HP21 8AL

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Buckinghamshire Healthcare NHS Trust

[Apply now on NHS Jobs for Scrub Team Leader job \(opens in a new window\)](#) <sup>[30]</sup>

- **Anaesthetic Team Leader**

Bristol, BS10 5NB

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

North Bristol NHS Trust

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

<sup>[31]</sup>

- **Clinical Team Leader**

London, SE1 7EH

Salary:

£54320.00 to £60981.00

Type:

Secondment

Employer:

South London and Maudsley NHS Foundation Trust

[Apply now on NHS Jobs for Clinical Team Leader job \(opens in a new window\)](#) <sup>[32]</sup>

- **Recruitment Team Leader**

Scunthorpe, DN15 7BH

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Northern Lincolnshire and Goole NHS Foundation Trust

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

- **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 \(opens in a new window\)](#)  
<sup>[34]</sup>

- **Community Team Leader**

Bury, BL8 4AD

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Northern Care Alliance NHS Foundation Trust

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

- **Reception Team Leader**

Doncaster, DN12 3JW

Salary:

Negotiable

Type:

Permanent

Employer:

AMP Group Practice

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

[36]

- **Community Team Leader**

Bury, BL9 8RN

Salary:

£38682.00 to £46580.00

Type:

Fixed-Term

Employer:

Northern Care Alliance NHS Foundation Trust

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

[37]

- **Cook Team Leader**

Holywell, CH8 7TZ

Salary:

£24433.00 to £26060.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

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

- **Cook Team Leader**

Wrexham, LL13 7TD

Salary:

£25313.00 to £26999.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

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

- **Hospitality Team Leader**

Birmingham, West Midlands, B91 2PP

Salary:

Negotiable

Type:

Permanent

Employer:

Spire Healthcare Ltd

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

[40]

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

- **Deputy Team Leader**

Pontypridd, CF37 1LB

Salary:

£39263.00 to £47280.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

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

- **Theatre Team Leader**

Plymouth, PL6 8DH

Salary:

£38682.00 to £46580.00

Type:

Secondment

Employer:

University Hospitals Plymouth NHS Trust

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

- **Reception Team Leader**

Leamington Spa, CV32 5SS

Salary:

Negotiable

Type:

Permanent

Employer:

Clarendon Lodge Medical Practice

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

[44]

- **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>[45]</sup>

- **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 \(opens in a new window\)](#) <sup>[46]</sup>

- **Reception Team Leader**

Milton Keynes, MK6 5LD

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Milton Keynes University Hospital NHS Foundation Trust

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

<sup>[47]</sup>

- **Security Team Leader**

Calow, S44 5BL

Salary:

£27289.00

Type:

Permanent

Employer:

Chesterfield Royal Hospital NHS Foundation Trust

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

- **Team Leader SMABS**

Shipley, BD18 3LD

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Bradford District Care NHS Foundation Trust

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

- **Wellbeing Team Leader**

Bury St Edmunds, IP33 3ND

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Norfolk & Suffolk Foundation NHS Trust

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

<sup>[50]</sup>

- **Admin Team Leader**

Colchester, CO4 5JL

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Essex Partnership University NHS Foundation Trust

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

- **Clinical Team Leader**

Torquay, TQ27AA

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Devon Partnership NHS Trust

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

- **Nursing Team Leader (Pain Team)**

Redhill, RH1 5RH

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Surrey and Sussex Healthcare NHS Trust

[Apply now on NHS Jobs for Nursing Team Leader \(Pain Team\) job \(opens in a new window\)](#) <sup>[53]</sup>

- **Team Leader - Occupational Therapist**

Luton, LU4 0QQ

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

HCRG Care Group

[Apply now on NHS Jobs for Team Leader - Occupational Therapist job \(opens in a new window\)](#) <sup>[54]</sup>

- **Outpatient Team Leader ENT**

Harrow, HA1 3UJ

Salary:

£35763.00 to £43466.00

Type:

Permanent

Employer:

London North West University Healthcare NHS Trust

[Apply now on NHS Jobs for Outpatient Team Leader ENT job \(opens in a new window\)](#) <sup>[55]</sup>

- **Team Leader Case Loading**

Oxford, OX4 7EX

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Oxford University Hospitals NHS Foundation Trust



[Apply now on NHS Jobs for Team Leader Case Loading job \(opens in a new window\)](#) <sup>[56]</sup>

- **CYPMHS West Team Leader**

St Albans, AL3 5TL

Salary:

£47810.00 to £54710.00

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>[57]</sup>

- **Dental Nurse Team Leader**

York YO31 7WA or Scarborough YO12 7AF, YO31 7WA

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Harrogate and District NHS Foundation Trust

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

- **Psychiatric Liaison Team Leader**

Harrow, HA1 3UJ

Salary:

£53751.00 to £60651.00

Type:

Permanent

Employer:

Central and North West London NHS Foundation Trust

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

- **Clinical Team Leader CMHT**

London, NW10 7FY

Salary:

£53751.00 to £60651.00

Type:

Permanent

Employer:

Central and North West London NHS Foundation Trust

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

- **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 \(opens in a new window\)](#) <sup>[61]</sup>

- **District Nursing Team Leader**

Sefton, L34 1PJ

Salary:

£47810.00 to £54710.00

Type:

Secondment

Employer:

Mersey Care NHS Foundation Trust

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

- **Team Leader/Service Administrator**

Exeter, EX2 5DW

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Royal Devon University Healthcare NHS Foundation Trust

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

- **Deputy Team Leader Nights**

Mountain Ash, CF454BZ

Salary:

£39263.00 to £47280.00

Type:

Permanent

Employer:

Cwm Taf Morgannwg University Health Board

[Apply now on NHS Jobs for Deputy Team Leader Nights 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]

<https://beta.jobs.nhs.uk/candidate/jobadvert/C9020-25-0171> [6]

<https://beta.jobs.nhs.uk/candidate/jobadvert/C9020-25-0169> [7]

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<https://beta.jobs.nhs.uk/candidate/jobadvert/L0034-25-2779> [42]  
<https://beta.jobs.nhs.uk/candidate/jobadvert/H9110-25-1128> [43]  
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