

# 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**

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>[5]</sup>

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

<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>

- **NHS 111 Health Advisor**

Ferndown, BH24 2RR

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Dorset HealthCare University NHS Foundation Trust

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

[9]

- **NHS 111 Health Advisor**

Exeter , EX1 3QS

Salary:

£12.21 to £12.21

Type:

Permanent

Employer:

Practice Plus Group

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

[10]

- **NHS 111 Call Handler-Bedford**

Bedford, MK42 9AZ

Salary:

£12.21

Type:

Permanent

Employer:

HUC

[Apply now on NHS Jobs for NHS 111 Call Handler-Bedford job \(opens in a new window\)](#) [11]

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

- **Medicine Management Team Leader**

Morecambe, LA32LE

Salary:

£27590.00

Type:

Fixed-Term

Employer:

Bay Medical Group

[Apply now on NHS Jobs for Medicine Management Team Leader job \(opens in a new window\)](#) <sup>[13]</sup>

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

Dorking, RH41HJ

Salary:

£12.21 to £15.71

Type:

Permanent

Employer:

Practice Plus Group

[Apply now on NHS Jobs for NHS 111 Health Advisor - Part-Time job \(opens in a new window\)](#) <sup>[14]</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>[15]</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>[16]</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>[17]</sup>

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

Ipswich, IP3 9FH

Salary:

£12.21 to £15.71

Type:

Permanent

Employer:

Practice Plus Group

[Apply now on NHS Jobs for NHS 111 Health Advisor - Part-Time - Ipswich job \(opens in a new window\)](#) <sup>[18]</sup>

- **Part time NHS 111 Call Handler - Peterborough**

Peterborough, PE2 8TY

Salary:

£12.21

Type:

Permanent

Employer:

HUC

[Apply now on NHS Jobs for Part time NHS 111 Call Handler - Peterborough job \(opens in a new window\)](#) <sup>[19]</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>[20]</sup>

- **NHS 111 Call Handler – Taunton | Flexible Shift Patterns Available**

Taunton, TA1 2PX

Salary:

£12.21

Type:

Permanent

Employer:

HUC

[Apply now on NHS Jobs for NHS 111 Call Handler – Taunton | Flexible Shift Patterns Available job \(opens in a new window\)](#) <sup>[21]</sup>

- **Part Time NHS 111 Call Handler - Welwyn Garden City**

Welwyn Garden City, AL7 4HL

Salary:

£12.21

Type:

Permanent

Employer:

HUC

[Apply now on NHS Jobs for Part Time NHS 111 Call Handler - Welwyn Garden City job \(opens in a new window\)](#) <sup>[22]</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>[23]</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>[24]</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>[25]</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>[26]</sup>

- **Team Leader**

Bognor Regis, PO21 2SF

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Sussex Partnership NHS Foundation Trust

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

- **Team Leader**

London and South East, CM21 0AS

Salary:

£27476.80 to £27476.80

Type:

Permanent

Employer:

Cygnnet Health Care

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) <sup>[28]</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>[29]</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>[30]</sup>

- **Team Leader**

Heywood, OL10 3BD

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Northern Care Alliance NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) <sup>[31]</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>[32]</sup>

- **Team Leader**

Fleetwood, FY7 6AH

Salary:

£47810.00 to £54710.00

Type:

Fixed-Term

Employer:

Lancashire & South Cumbria NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader job \(opens in a new window\)](#) <sup>[33]</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>[34]</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>[35]</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>[36]</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>[37]</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>[38]</sup>

- **Clinical Team Leader**

Exeter, EX2 5SN

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>[39]</sup>

- **Reception Team Leader**

Camberley, GU15 2HJ

Salary:

£27456.00

Type:

Permanent

Employer:

Surrey Heath Community Providers Ltd

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

<sup>[40]</sup>

- **Theatre Team Leader**

Shrewsbury, Shropshire, SY3 8QX

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

The Shrewsbury and Telford Hospital NHS Trust

[Apply now on NHS Jobs for Theatre Team Leader job \(opens in a new window\)](#) <sup>[41]</sup>

- **CYPMHS Team Leader**

Radlett, WD7 9HQ

Salary:

£50008.00 to £56908.00

Type:

Permanent

Employer:

Hertfordshire Partnership University NHS Foundation Trust

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

<sup>[42]</sup>

- **Theatre Team Leader**

London, WC1N 3JH

Salary:

£56276.00 to £63176.00

Type:

Permanent

Employer:

Great Ormond Street Hospital for Children NHS Foundation Trust

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

<sup>[44]</sup>

- **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 \(opens in a new window\)](#) <sup>[45]</sup>

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

- **Clinical Team Leader**

Poole, BH4 8EP

Salary:

£38682.00 to £46580.00

Type:

Fixed-Term

Employer:

Dorset HealthCare University NHS Foundation Trust

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

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

<sup>[48]</sup>

- **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 \(opens in a new window\)](#) [49]

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

[50]

- **Team Leader - Care**

Southampton, SO30 2DF

Salary:

£15.56

Type:

Permanent

Employer:

Barchester Healthcare

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

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

- **Administration Team Leader**

London, NW1 2BU

Salary:

£37259.00 to £45356.00

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>[53]</sup>

- **Commissioning Team Leader**

Park Way, Welwyn Garden City, AL8 6JL

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

NHS Hertfordshire and West Essex Integrated Care Board (468)

[Apply now on NHS Jobs for Commissioning Team Leader job \(opens in a new window\)](#) <sup>[54]</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>[55]</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>[56]</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>[57]</sup>

- **Clinical Team Leader**

Norwich, NR2 3TD

Salary:

£47810.00 to £54710.00

Type:

Fixed-Term

Employer:

Norfolk & Suffolk Foundation NHS Trust

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

- **Team Leader - Scarborough Community Team**

Scarborough, YO12 7LB

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Humber Teaching NHS Foundation Trust

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

- **Team Leader - Clinical Treatment Team**

Preston, PR1 8UY

Salary:

£47810.00 to £54710.00

Type:

Secondment

Employer:

Lancashire & South Cumbria NHS Foundation Trust

[Apply now on NHS Jobs for Team Leader - Clinical Treatment Team job \(opens in a new window\)](#) <sup>[60]</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>[61]</sup>

- **Orthopaedic Team Leader - Theatres**

Bristol, BS6 6UT

Salary:

Negotiable

Type:

Permanent

Employer:

Spire Healthcare Ltd

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

- **Senior Team Leader (Mechanical)**

Bury St. Edmunds, IP33 2QZ

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

West Suffolk NHS Foundation Trust

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