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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 <u>Skills for Health</u> [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 <u>Skills for Health</u> [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 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) [5]

### 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)

## • 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)

[7]
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## NHS 111 Health Advisor

Ferndown, BH24 2RR

Salary:

£24625.00 to £25674.00

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) [8]

## • Bank Senior Practitioner MH 111

Bronllys, LD3 0LU

Salary: £39263.00 to £47280.00 Type: Bank Employer: Powys Teaching Health Board Apply now on NHS Jobs for Bank Senior Practitioner MH 111 job (opens in a new window) [9]

### • 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> [10]

#### Mental Health Clinician 111 Press 2

Pontypool, NP4 6LG

Salary: £37898.00 to £45637.00 Type: Permanent Employer: Aneurin Bevan University Health Board Apply now on NHS Jobs for Mental Health Clinician 111 Press 2 job (opens in a new window) [11]

#### • EUC Mobile Device Management Team Leader

Nottingham, NG5 1PB Salary: £38682.00 to £46580.00 Type: Permanent Employer: Nottingham University Hospitals NHS Trusts Apply now on NHS Jobs for EUC Mobile Device Management Team Leader job (opens in a new window) [12]

### Band 5 Team Leader/Office Manager - Neurology

Birmingham, B15 2TH

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

University Hospitals Birmingham NHS Foundation Trust Apply now on NHS Jobs for Band 5 Team Leader/Office Manager - Neurology job (opens in a new window) [13]

## • 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) [14]

## • Team Leader

Hull, HU3 1XR 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) [15]

### • Team Leader

Guernsey, GY4 6UU

Salary: £38744.00 to £49970.00 Type: Permanent Employer: States of Guernsey Apply now on NHS Jobs for Team Leader job (opens in a new window) [16]

## • Team Leader

Kendal, LA9 7RL

Salary: £47810.00 to £54710.00 Type: Permanent Employer: Lancashire & South Cumbria NHS Foundation Trust Apply now on NHS Jobs for Team Leader job (opens in a new window) [17]

#### • 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) [18]

### • Team Leader

Rotherham, S60 2UD

Salary: £26530.00 to £29114.00 Type: Fixed-Term Employer: The Rotherham NHS Foundation Trust Apply now on NHS Jobs for Team Leader job (opens in a new window) [19]

#### • Team Leader

Grimsby, DN33 5BA Salary: £24937.00 to £26598.00 Type: Permanent Employer: Northern Lincolnshire and Goole NHS Foundation Trust Apply now on NHS Jobs for Team Leader job (opens in a new window) [20]

#### • Team Leader

Eastbourne, BN21 3UU

Salary: £46148.00 to £52809.00 Type: Permanent Employer: Sussex Partnership NHS Foundation Trust Apply now on NHS Jobs for Team Leader job (opens in a new window) [21]

#### • 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) [22]

#### • Team Leader

Huddersfield, HD2 2AH

Salary: £25740.00 to £25936.00 Type: Permanent Employer: Elysium Healthcare Apply now on NHS Jobs for Team Leader job (opens in a new window) [23]

#### • 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) [24]

#### • Team Leader

Birmingham, B448NA

Salary: £44557.00 to £54491.00 Type: Permanent Employer: Compass Apply now on NHS Jobs for Team Leader job (opens in a new window) [25]

#### Scrub Team Leader

Darlington, DL3 6HX

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) [26]

### • MDT Team Leader

Warwick, CV34 5BW

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

South Warwickshire University NHS Foundation Trust Apply now on NHS Jobs for MDT Team Leader job (opens in a new window) [27]

### • Clinical Team Leader

Norwich, NR2 3TD

Salary:

£47810.00 to £54710.00 Type: Permanent Employer:

Norfolk & Suffolk Foundation NHS Trust Apply now on NHS Jobs for Clinical Team Leader job (opens in a new window) [28]

### Domestic Team Leader

Sheffield, S1 2PJ

Salary: £24169.00 Type: Permanent Employer:

Sheffield Teaching Hospitals NHS Foundation Trust Apply now on NHS Jobs for Domestic Team Leader job (opens in a new window) [29]

### • Theatre Team Leader

Stevenage, SG1 4AB

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

East and North Hertfordshire Teaching NHS Trust Apply now on NHS Jobs for Theatre Team Leader job (opens in a new window) [30]

### • Theatre Team Leader

Plymouth, PL6 8DH

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

University Hospitals Plymouth NHS Trust Apply now on NHS Jobs for Theatre Team Leader job (opens in a new window) [31]

#### • Team Leader - OPMH

Southampton, SO16 5YA Salary: £47810.00 to £54710.00 Type: Permanent Employer: Hampshire and Isle of Wight Healthcare NHS Foundation Trust Apply now on NHS Jobs for Team Leader - OPMH job (opens in a new window) [32]

#### • Clinical Team Leader

Dawlish, EX7 0NR

Salary: £38862.00 to £46580.00 Type: Permanent Employer:

#### • Receptionist Team Leader

Hunstanton, PE36 5DN Salary: £13.52 Type: Permanent Employer: Primary Care Careers Apply now on NHS Jobs for Receptionist Team Leader job (opens in a new window) [34]

### • IPU Team Leader

```
Lewes, BN8 4ED
Salary:
£38085.00 to £45861.00
Type:
Permanent
Employer:
St Peter & St James Hospice
Apply now on NHS Jobs for IPU Team Leader job (opens in a new window) [35]
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### • 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) [36]
```

### • Team Leader - Maternity

Leeds, LS9 7TF Salary: £47810.00 to £54710.00 Type: Permanent Employer: Leeds Teaching Hospitals Apply now on NHS Jobs for Team Leader - Maternity job (opens in a new window) [37]

## • Building Team Leader

London, SE5 8AZ Salary: £35964.00 to £43780.00 Type: Permanent Employer: South London and Maudsley NHS Foundation Trust Apply now on NHS Jobs for Building Team Leader job (opens in a new window) [38]

#### • 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) [39]

## • Midwifery Team Leader

```
London, N19 5NF
Salary:
£54320.00 to £60981.00
Type:
Permanent
Employer:
Whittington Hospital NHS Trust
Apply now on NHS Jobs for Midwifery Team Leader job (opens in a new window)
[40]
```

### Theatre Team Leader

Runcorn, WA7 2DA Salary: £37338.00 to £44962.00 Type: Permanent Employer: Warrington and Halton Teaching Hospitals NHSFT

### • 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) [42]

### • 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) [43]

## Chef Team Leader

Westminster, SE1 7EH

Salary:

£33094.00 to £36195.00

Type:

Permanent

Employer:

Guy's and St Thomas' NHS Foundation Trust Apply now on NHS Jobs for Chef Team Leader job (opens in a new window) [44]

#### • 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) [45]

### • Research Team Leader

Taunton, TA1 5DA Yeovil, BA21 4AT Salary: £47810.00 to £54710.00 Type: Fixed-Term Employer: Somerset NHS Foundation Trust Apply now on NHS Jobs for Research Team Leader job (opens in a new window) [46]

#### • Care Team Leader

Austerson, CW5 8AB Salary: £14.72 Type: Permanent Employer: Akari Care Limited Apply now on NHS Jobs for Care Team Leader job (opens in a new window) [47]

### • Theatre Team Leader

Liverpool, L8 7SS Salary: £37338.00 to £44962.00 Type: Fixed-Term Employer: Liverpool Women's NHS Foundation Trust Apply now on NHS Jobs for Theatre Team Leader job (opens in a new window) [48]

### • Clinical Team Leader

Norwich, NR6 5BE Salary: £47810.00 to £54710.00 Type: Permanent Employer: Norfolk & Suffolk Foundation NHS Trust Apply now on NHS Jobs for Clinical Team Leader job (opens in a new window) [49]

## • 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) [50]

### • Team Leader-Ophthalmology

Exeter, EX1 2ED

Salary: £27485.00 to £30162.00 Type: Fixed-Term Employer: Royal Devon University Healthcare NHS Foundation Trust Apply now on NHS Jobs for Team Leader-Ophthalmology job (opens in a new window) [51]

#### • 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) [52]

#### Deputy Team Leader Scrub

Chertsey, KT16 0PZ Salary: £39205.00 to £47084.00 Type: Permanent Employer: Ashford & St. Peter's Hospitals NHS Foundation Trust Apply now on NHS Jobs for Deputy Team Leader Scrub job (opens in a new window) [53]

## • Nurse Team Leader - Neonatal

Stevenage, SG1 4AB Salary: £37338.00 to £44962.00 Type: Permanent Employer: East and North Hertfordshire Teaching NHS Trust Apply now on NHS Jobs for Nurse Team Leader - Neonatal job (opens in a new window) [54]

### • Estates Electrical Team Leader

London, SE5 8AZ

Salary:

£35964.00 to £43780.00

Type:

Permanent

Employer:

South London and Maudsley NHS Foundation Trust Apply now on NHS Jobs for Estates Electrical Team Leader job (opens in a new window) [55]

### • Team Leader - OPMH CMHT

Southampton, SO30 3JB

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Hampshire and Isle of Wight Healthcare NHS Foundation Trust Apply now on NHS Jobs for Team Leader - OPMH CMHT job (opens in a new window) [56]

## • 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) [57]

## • Advanced Podiatrist (Team Leader)

317 01 Freeman Hospital, NE7 7DN

Salary: £47810.00 to £54710.00 Type: Permanent Employer: The Newcastle upon Tyne Hospitals NHS Foundation Trust Apply now on NHS Jobs for Advanced Podiatrist (Team Leader) job (opens in a new window) [58]

## • Dental Nurse Team Leader

Manchetsre, M21 9NJ Salary: £31049.00 to £37796.00 Type: Permanent Employer: Manchester University NHS Foundation Trust Apply now on NHS Jobs for Dental Nurse Team Leader job (opens in a new window) [59]

## • 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) [60]

#### • Team Leader-Patient Access

London, SW10 9NH

Salary: £37259.00 to £45356.00 Type: Permanent Employer:

Chelsea and Westminster Hospital NHS Foundation Trust Apply now on NHS Jobs for Team Leader-Patient Access job (opens in a new window) [61]

#### Nurse Team Leader - Renal

Stevenage, SG1 4AB Salary: £37338.00 to £44962.00 Type: Permanent Employer: East and North Hertfordshire Teaching NHS Trust Apply now on NHS Jobs for Nurse Team Leader - Renal job (opens in a new window) [62]

#### Band 4 Team Leader

Birmingham, B29 6JA

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Birmingham Community Healthcare NHS FT Apply now on NHS Jobs for Band 4 Team Leader job (opens in a new window) [63]

### • SAIS West Team Leader

Weymouth, DT4 0QE

Salary:

£17696.00 to £21309.00

Type:

Permanent

Employer:

Dorset HealthCare University NHS Foundation Trust

Apply now on NHS Jobs for SAIS West 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> <u>manager</u> [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:

- 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:**<u>https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-</u>management/integrated-urgent-carenhs-111-team-leader?field\_field\_role=520&page=4

#### Links

[1] https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operationalmanagement/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/C9020-25-0162 [6] https://beta.jobs.nhs.uk/candidate/jobadvert/M0051-25-0065 [7] https://beta.jobs.nhs.uk/candidate/jobadvert/E0314-25-3342 [8] https://beta.jobs.nhs.uk/candidate/jobadvert/C9152-25-0576 [9] https://beta.jobs.nhs.uk/candidate/jobadvert/H9070-25-0421 [10] https://beta.jobs.nhs.uk/candidate/jobadvert/C9340-HAN2-07-25[11] https://beta.jobs.nhs.uk/candidate/jobadvert/H9040-25-1043 [12] https://beta.jobs.nhs.uk/candidate/jobadvert/C9164-25-1415 [13] https://beta.jobs.nhs.uk/candidate/jobadvert/C0020-25-1189 [14] https://beta.jobs.nhs.uk/candidate/jobadvert/L0034-25-2505 [15] https://beta.jobs.nhs.uk/candidate/jobadvert/C9338-25-0398 [16] https://beta.jobs.nhs.uk/candidate/jobadvert/K0005-25-0091 [17] https://beta.jobs.nhs.uk/candidate/jobadvert/C9351-25-0665 [18] https://beta.jobs.nhs.uk/candidate/jobadvert/L0034-25-2360 [19] https://beta.jobs.nhs.uk/candidate/jobadvert/C9165-25-05-018 [20] https://beta.jobs.nhs.uk/candidate/jobadvert/C9208-25-0515 [21] https://beta.jobs.nhs.uk/candidate/jobadvert/C9354-25-0756 [22] https://beta.jobs.nhs.uk/candidate/jobadvert/E0233-25-1372 [23] https://beta.jobs.nhs.uk/candidate/jobadvert/E0132-25-1204 [24]

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