

Compare roles in health

Not sure where to start with the hundreds of NHS careers? Use our compare roles section to get bite-size information on the entry requirements and training, pay and conditions, prospects and skills needed of up to three roles. If there is something that you think you could do, then get more in-depth information on the role.

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• **Integrated urgent care/NHS 111 team leader [1]**

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.

Training and qualifications required

Training for team leaders could include qualifications at level 4 and 5, for example a higher apprenticeship; leadership, mentoring and coaching; and support skills.

Expected working hours and salary range

Team leaders work agreed hours per week which 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. The team leader role will usually be Skills for Health level 4, dependent on the provider.

Desirable skills and values

Team leaders need a knowledge of clinical decision support systems with the ability to coach others, and to be able to demonstrate working knowledge of: recruitment, performance management, communication skills, dispute resolution, disciplinary and grievance processes.

Prospects

You could progress to become a clinical adviser (level 5) or clinical lead (level 6) or to the levels above this, after graduating with an appropriate degree in a healthcare profession.

Related roles

- Clinical manager [2]
- Integrated urgent care/NHS 111 roles [3]
- Clinical bioinformatics health informatics [4]

- Cellular sciences [5]

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