



Foreign workers in social services

Country Report - Greece

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INTRODUCTION

This country report was prepared within the framework of the international project Foreign Workers in Social Sector No. 2021-1-CZ01-KA220-VET-000025630, which is co-financed by the European Commission under the Erasmus+ programme and in which, in addition to the Czech Republic, representatives of France, Austria, Belgium and Greece participated.

The aim of the project is to monitor the issue of employment of foreign workers in the social services sector in the participating countries, to compare the results internationally and to make recommendations taking into account the good practices from individual countries.

In order to meet the project's objective for the participating countries, the legislative background of employment of foreign workers in the participating countries was first elaborated and then two questionnaire surveys were conducted on the issue, both among social service providers and among foreign employees working in social services. The results obtained were subsequently refined, complementing the findings of the in-depth interviews with both groups.

The findings of the survey will become a key basis for setting up activities, making recommendations to assist establishments in the sector in employing people from abroad.

The report for Greece is divided into five chapters. Chapter II. includes the theoretical background to the issue under study. Chapter III. presents the results of surveys conducted among social service providers and their employees who are foreign nationals. Chapter IV. contains the results of the focus group and the last Chapter V. presents an overall summary of the information obtained by the project.

LEGISLATIVE ANALYSIS

1.1 Access of foreign nationals to the Greek labour market by type of residence

In Greece, the right of residence for someone coming from a third country is legally recognized from the Greek authorities as the "the right of someone that passes the Greek boarders in a legal manner". The third country nationals are obliged to possess a valid travel document recognized by the Greek authorities. Residents coming from a third country that have a permanent residence in Greece the last ten years are requested to apply for a residence permit on exceptional grounds.

• What is the residence Permit for exceptional grounds:

According to the Greek legislation, the nationals coming from third countries applying for a residence permit for exceptional ground represent those that have a legal permanent residence permit the last ten or five years, regardless the category of residence permit they hold, or whether the permit in question has been granted to the aim person.

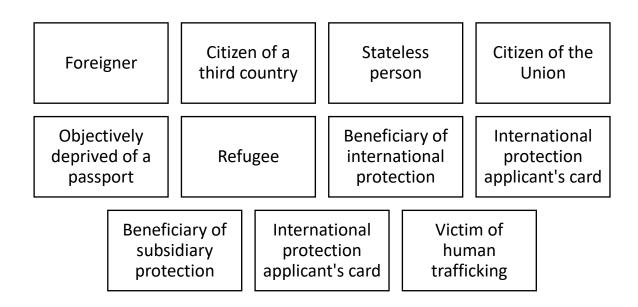
However, the before mentioned provisions of the residence permit for exceptional grounds are excluded for the following categories:

- a) Holders of a special residence permit certificate
- b) Holders of work visas issued on the basis of under the provisions of *Article 6 of Law No. 6* 4018/2011 or *Article 18 of Law No. 4018/2011 or Article 18 of Law No. 18. 4251/2014*
- c) Holders of an asylum seekers card
- d) Holders of initial or temporary definitive residence permits who have a residence permit issued on the basis of the provisions of Article 91(1)(b) of the Regulation 11 of Law No. 3386/2005 or Article 18(1)(a)(b) of Regulation (EC) No 3386/2005 or Article 18(1)(b)(c) of Regulation (EC) No 3386/2005 4 of Law No. 3536/2007, original permit residence permit for paid employment on invitation, initial residence permit for studies, etc.).
- e) Holders of a residence permit issued or extended in accordance with the provisions of *Articles 65* and 66 of the Law. 2910/01, who have submitted a request for renewal of their residence permit which has been refused

Official categorization of the status of the foreign people according to the Greek legislation:

- Foreigner: A natural person who does not have Greek nationality or who is a stateless person.
- Citizen of a third country: A natural person who is neither a Greek citizen nor a citizen of another Member State of the European Union based on the Article 20(1) of the Treaty on the Functioning of the European Union.
- Stateless person: A natural person who fulfils the requirements of the 1954 New York Convention relating to the Status of Stateless Persons, which has been ratified by Law No. 139/1975 (A' 176).
- Citizen of the Union: Any natural person who holds the nationality of a Member State of the European Union
- Objectively deprived of a passport: A third-country national who proves that he/she is objectively unable to obtain a passport or travel document due to particular circumstances or situations

- **Refugee:** A third country national or stateless person in whose person the conditions for the application of Article 1A of the Geneva Convention are fulfilled.
- Beneficiary of international protection: A foreign national or stateless person who has been granted refugee or beneficiary of subsidiary protection status by the competent Greek authority.
- Beneficiary of subsidiary protection: The foreigner or stateless person who does not meet the conditions for being recognized as a refugee, but in his/her person there are substantial reasons which show that if he/she returns to his/her country of origin or, in the case of stateless persons, to the country of his/her previous habitual residence, he/she risks suffering serious harm, within the meaning of article 15 of p. d. 141/2013 and who cannot, or because of this risk does not wish to, place himself or herself under the protection of that country.
- International protection applicant's card: The special individual card issued to the applicant during the examination of his/her application by the competent Greek receiving authorities and which allows him/her to stay in the Greek territory until the final decision on the application is issued
- Victim of human trafficking: Any natural person that has reasonable justification to believe that he or she is a victim of any of the offences provided for in Articles 323A, 339(1) and (3), 342(1) and (2), 348(2), 348A, 348B, 349 and 351A of the Penal Code, before the prosecution was instituted in respect thereof, as well as the person against whom any of the above offences for which the prosecution was instituted was committed, regardless the legal status of entrance to Greece.

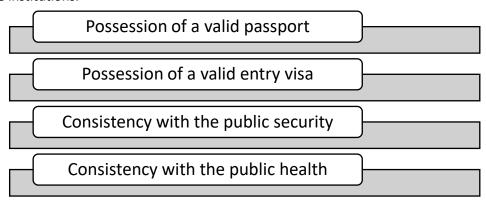


1.2 General conditions regarding the right of residence:

According to the Greek Constitution, the right of residence for third country nationals is based on the following requirements:

- **Possession of a valid passport:** Be in a possession of a valid travel document recognized by the Greek authorities
- Possession of a valid entry visa: Be in possession of a valid national entry visa

- Consistency with the public security: Not be considered a threat to public order, internal security or international relations and not be registered as undesirable in national databases.
- Consistency with the public health: Not be regarded as a threat to the public health, based on the provisions published by the World Health Organization towards the infectious diseases, contagious or parasitic diseases.
- Sickness insurance: Third-country nationals residing in the country for work purposes, as well as the members of their families, in case they are dependent, are obliged to be insured from the insurance institution to which they belong, depending on their job, in the same way as nationals. Third-country nationals residing in the country for other reasons may be insured by private insurance institutions.



1.3 Granting of Residence Permit:

A citizen coming from a third country that applies for a residence permit in Greek territory has to submit the application after the date of entering the country and before the date of expiration of the entry visa.

Official procedure for the granting of residence in the Greek territory:

The residence permit has to be submitted

- In the service of the adequate Directorate of Immigration of the Decentralized Administration of the place of residence of the applicant, or;
- In the competent Directorate of Migration Policy of the Ministry of Interior, based on the provisions of Article 2 of Law No. 4018/2011 (A 215).

The submission of the initial application or the submission of additional documents requested is mandatory to be conducted *in person* by;

- The third country person, or,
- Through the representation of a lawyer or,
- By adult relatives of the applicant person (spouses are included)

The way of communicating and interacting between the third country person and the adequate Directorate is provided by the Ministry of Interior. The communication may be related to issues of submitting the application, or additional documents, as well as the monitoring phase of the application's progress.

Similarly, they are specified the terms and the conditions regarding the deadlines for the submission of the supportive documents.

Along with the submission of the application, the applicant is obliged to submit a fee, as is highlighted in the Article 132. Furthermore, the applicant person has to attach the documents required as specified in the ministerial decision, according to paragraph 1 of Article 136.

During the pending period, after the submission of the application, as well as during the period of expiration of the certificate of residence, the adequate Directorate department has to provide a certificate of residence that shall be last about one year. If the application for residence permit is refused, then the validation of the certification of residence cease the same time. If the certification expires and the application is pending then the Directorate has to provide a new certificate, informing the third country person about the reasons that are related to this delay.

If the certificate is provided, but the application is pending then the certificate has to be submitted to the insurance institution for the coverage of the hospitalization, medical and occupational accident expenses or a health certificate from a Greek State Hospital has to be issued.

A third country citizen who has submitted an application for a residence permit and has received the certificate of residence is able to reside legally in the country for the period of time for which the certificate is valid. The holder of an application certificate is able have to the rights conferred by the residence permit applied for.

The adequate Directorate of the Decentralized administration is able to call the third country person for an interview. If the call for interview is not responded, then the third country person is presumed as absent, without having justification, while the application for residence is rejected.

A third country person located outside of the territory of Greece is able to submit an application to the adequate department of the Ministry of Immigration and Asylum, before the entrance into the country, through a legal representative, or a lawyer. The application shall be sent for recommendations to the adequate department of the Ministry of Development and Investment, regarding the feasibility and possibility of granting a residence permit.

2. Legal procedure for employing foreign employees from European Union or third countries

Based on the Greek legislation, there is a threshold on the numbers of vacancies for paid employment for people coming from third countries. Therefore, the common decision of the Ministers of;

- Immigration and Asylum,
- Development and Investment,
- Foreign Affairs,
- Labour and Social Affairs,
- Maritime and Island Policy
- Rural Development and Food

Determines the **maximum number of vacancies for paid employment,** granted to third country people, as well as the possibility of the increase of the number of vacancies up to 10% for the covering of unforeseen needs and demands.

For the publishing of the joint ministerial decision is required the opinion of the following authorities:

- The Economic and Social Council of Greece
- The Public Employment Service of Greece (Manpower Employment Organization)
- The regions of Greece (upon specific request of the Ministers of Interior and Labour, Social Security and Welfare) regarding the existing labour needs in the Greek territory

The before mentioned Greek authorities have 30 days in order to submit their opinions, so as the Ministries to proceed to the adoption of the joint decision. The decision has to take into consideration the needs and demands of the Greek economy, the feasibility of employment in the country, as well as the labour supply provided by national, European or third country people.

RESULTS OF THE QUESTIONNAIRES AND STRUCTURAL INTERVIEWS

The online survey was conducted between May and October 2022. Invitations to participate were sent by email to organisations in the social sector that had previously been researched on the internet. In total, the online questionnaire was answered by 50 organisations, 40 of which filled it out completely. Many companies were not willing to reveal their identity.

The investigation among social service providers was carried out in two stages. First, an online questionnaire survey was conducted and then the results obtained from the survey were refined and supplemented through in-depth interviews with representatives of the selected facilities. A total of 7 interviews were conducted.

The questionnaire survey was conducted in April and May 2022, in electronic form. Completion of the questionnaires by the respondents was done through a web interface.

The recruitment of selected respondents was supported by an approach letter that included a request for cooperation, a justification of the purpose and need for the survey and a link to an electronic questionnaire located on the web interface. The selection of respondents took into account the existing structure of social service facilities according to the form of social service provided and the number of employees.

In order to supplement and refine the interviews, **in-depth interviews were conducted**, especially with those social service providers who indicated a higher number of employed persons with a different nationality in the questionnaire survey. The selection was also influenced by differences in the answers to the questions compared to the overall sample.

Results from Social Care Employers:

In general, the employers responded in the survey had a common perception with those that participated in the in-depth interviews. The answers from the qualitative and quantitative research had many similarities, both emphasizing on the needs and the demands on behalf of the foreign workers in the field of social caring. Most of the respondents reported that they integrate foreign

workers within their working environment with a dependent full-time job, since they are considered as valuable labor force, with time flexibility, good performance, and low level of fluctuations within the working space. They are considered as people that appreciate their jobs, being willing to do jobs that the locals may not be interested to do. The social care sector in Greece is a field that occupies numerous foreign workers with different national identities.

Part of Interview

- •So far the centre has staff from the Philippines, Albania, Bulgaria and Georgia
- •The selection of staff was random, based on the need for workers of all nationalities.

Most of them are occupied in the field of social caring, as nurses, or caregivers, doing tasks that have learnt mostly through internal training. They are people that are keen on integrating into the Greek society and learning the Greek language.

The recruitment of foreign workers is a process that can be conducted without many difficulties, with the prerequisite that the foreign person has a legal status of residence. Usually, the procedure for the recruitment of a foreign worker is conducted through a lawyer that is responsible for the legal process.

Part of Interview •No, there is no difficulty in recruiting foreign people in relation to the recruitment of Greeks. Usually recruitment cases are done through a lawyer, who takes care of the legal procedures.

Regarding the acceptance of the foreign workers from their working environment, it has been reported that there is a smooth cooperation among the third-country people and the local workers.

Part of Interview

•Foreign workers are easily accepted by their working environment. They are skilled for the job and their qualifications match the type of work they do. Their formal qualifications are fully utilised in the workplace. Around 70% of foreign workers speak Greek. There is no discrimination between foreign and Greek workers.

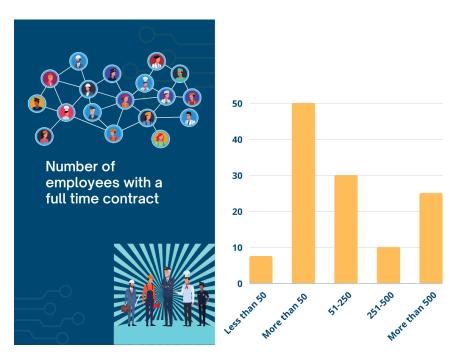
In general, the foreign workers are described as people with willingness to be integrated into the Greek society, despite their cultural or religious differences with the local community. In many times, the foreign workers take the initiative to participate in actions that promote their inclusiveness in the society.

Part of Interview • Foreign workers themselves take actions that promote their integration into society. They have a high level of organisation and make their own efforts to integrate into society.

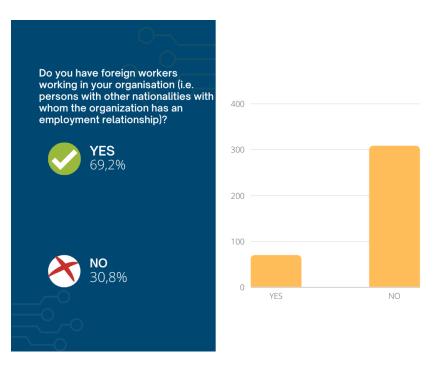
However, the knowledge of the Greek language is a factor that determines the professional performance of a foreign worker. The knowledge of the language creates better working performance, as well as greater acceptance within the working space.

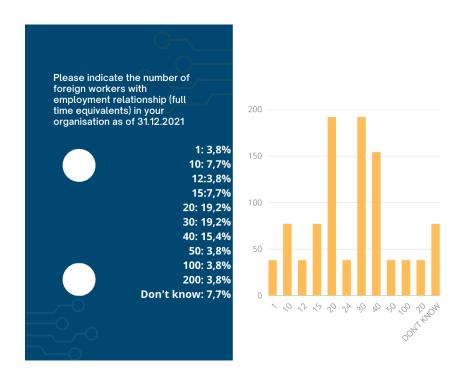
The following results give a general overview of the key-findings combined:

Foreign workers can be easily accepted



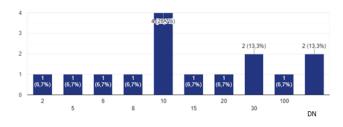
Recruitment of foreign employees





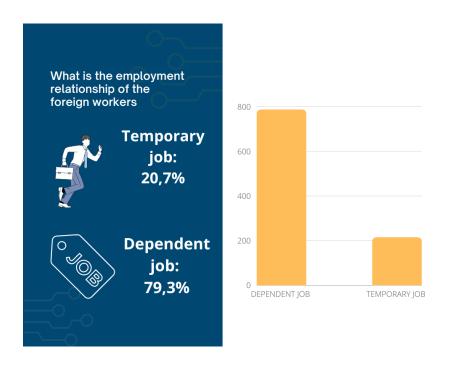
Positions held by foreign employees

Number of foreign workers with full time contract coming from EU countries, EEA, or Switzerland -Number of foreign workers with full time contract coming from third countries

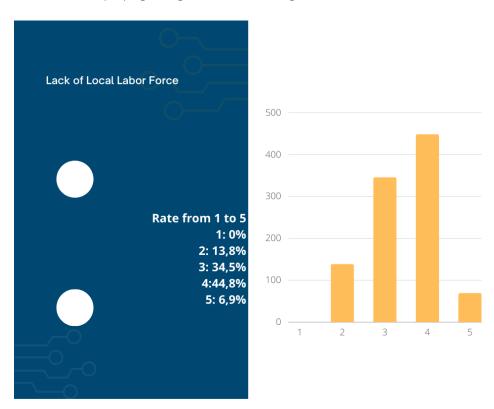


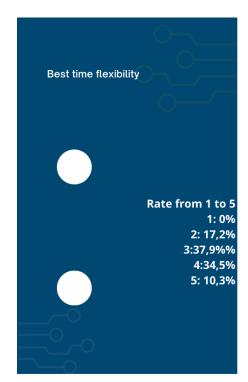
Number of foreign workers with full time contract coming from third countries

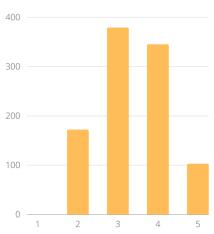
3 (165%) 3 (165%) 2 (11,1%) 2 (11,1%) 2 (11,1%) 1 (5,6%)

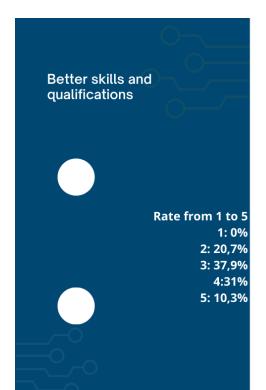


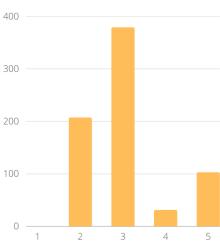
Reasons for employing foreign workers & Foreign Workers' evaluation

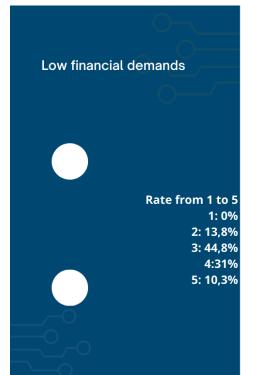


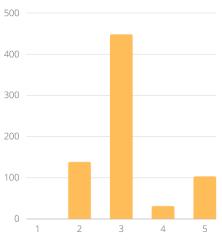




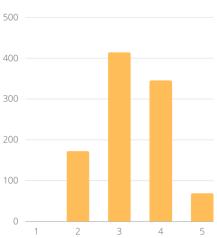


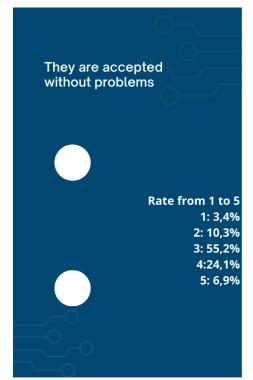


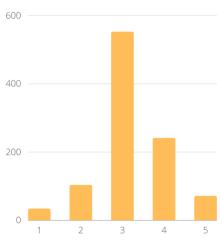


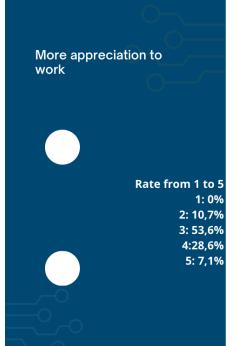


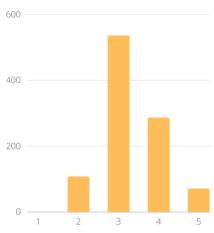


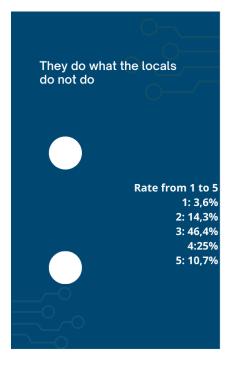


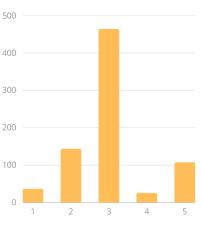


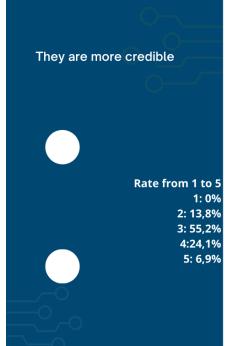


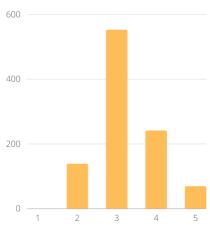


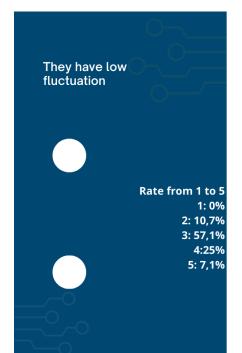


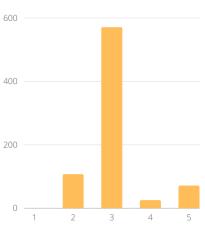




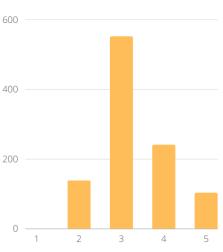




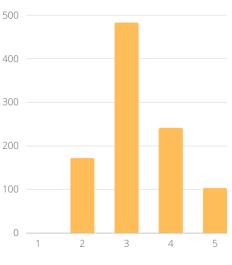


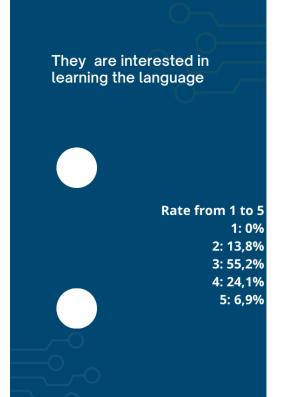


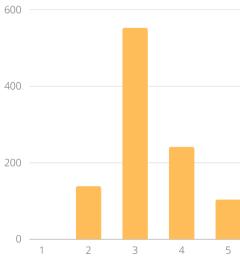


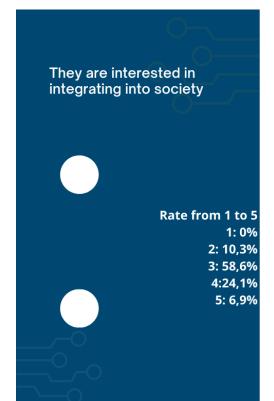


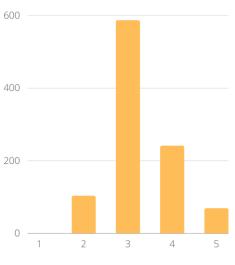


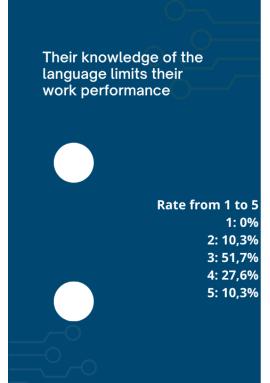


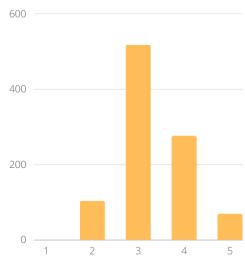


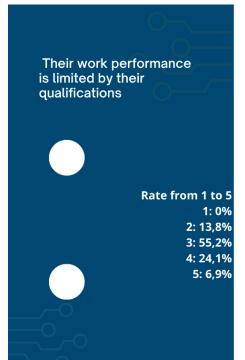


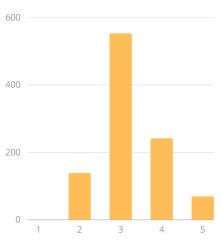


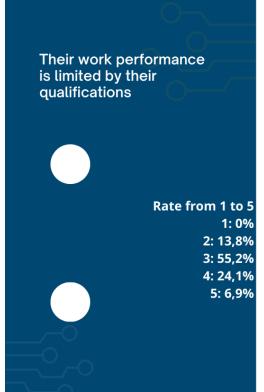


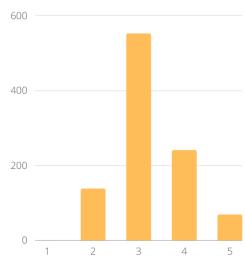


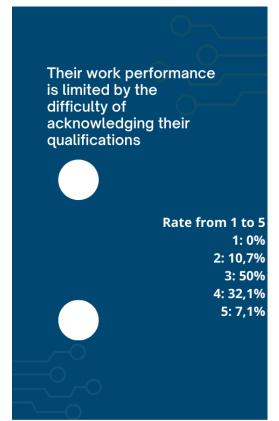


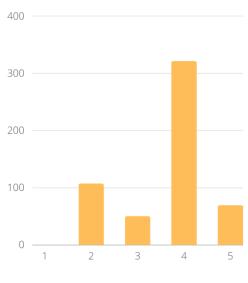


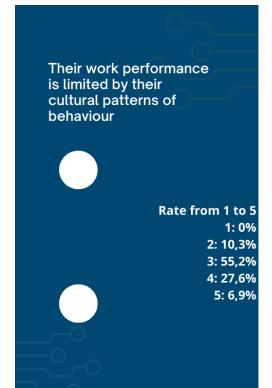


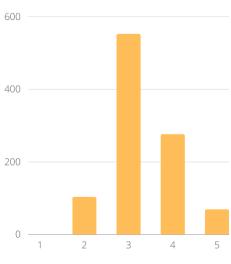




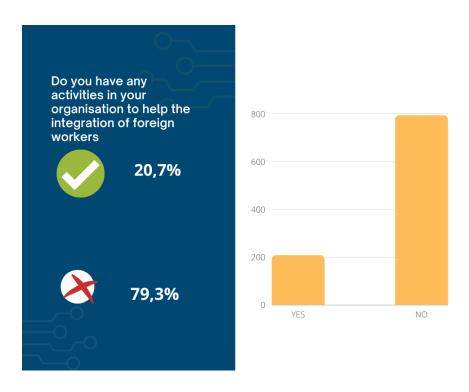








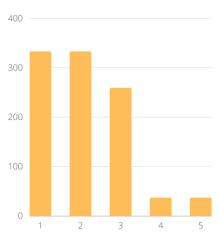
Activities to assist the integration of foreign employees

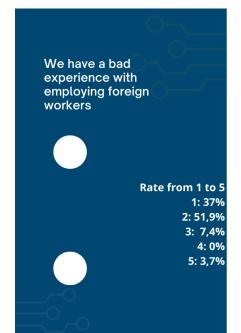


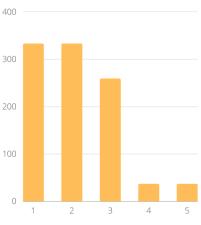
Reasons for not using foreign workers

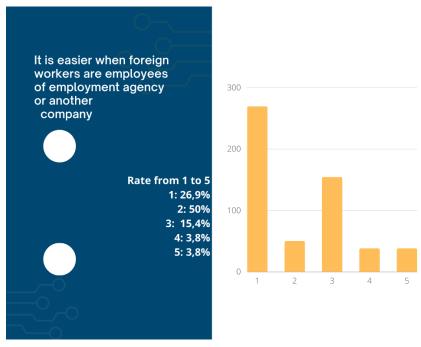


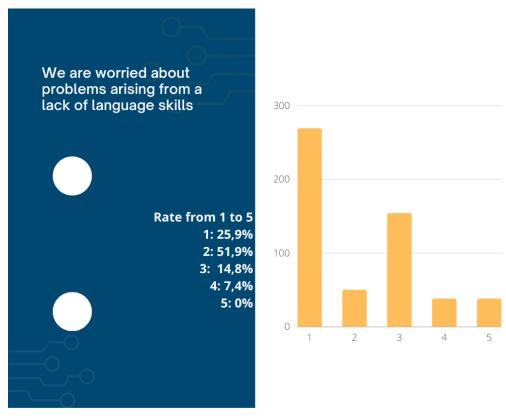


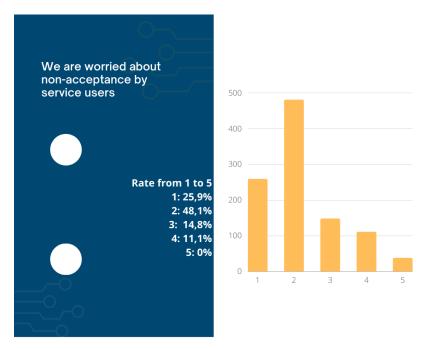


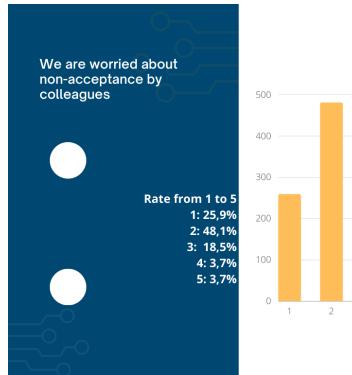


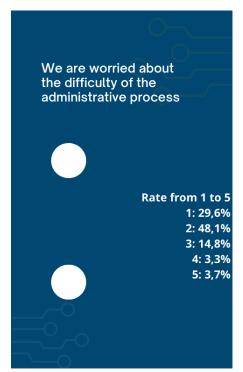


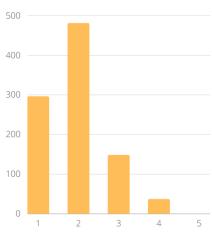


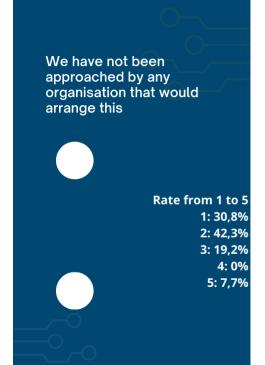


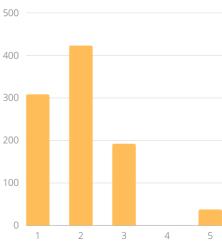


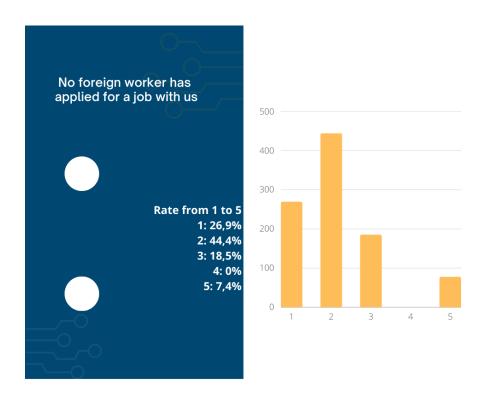




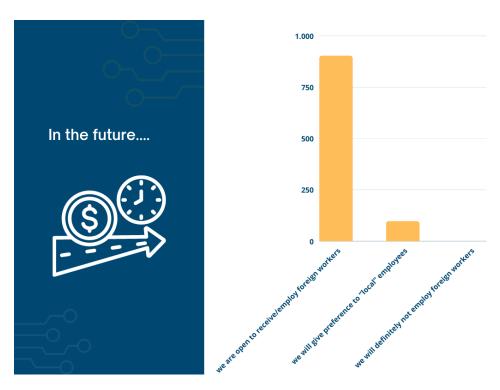




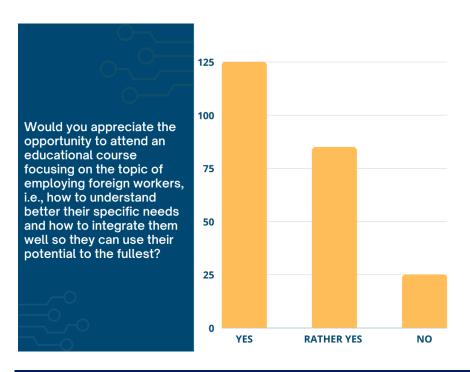




Possibility of employing foreign workers in the future



Education on the employment of foreign workers



Results from Social Care Employees:

The survey of foreign workers was conducted in two stages:

- online survey
- semi-structured interviews

The invitation to participate was sent by e-mail to organisations in the social sector with the request to forward the link to foreign employees.

In total, the online questionnaire was answered by 50 people, 35 of whom filled it out completely.

After the initial findings were made, semi-structured interviews were conducted with foreign workers who agreed to participate. A total of 7 interviews were conducted.

Foreign workers in Greece come from different places around the world, especially from the countries of South-Eastern Europe, Asia, and North Africa. Albania, Syria, and Ukraine are some of the countries that the foreign people came from, seeking better standards of living and working conditions. All of them have with different educational backgrounds and qualifications, as some them have acquired a university degree in their country of origin that unfortunately could not accredit in their current job.

For the migrants, the economic conditions in their country was the main reason for relocating, while as far as the refugees are concerned, the war and the political situation forced them the seek a new place of living.

Part of Interview

•When we came to Greece we were refugees, we were coming from a war and we didn't know where we were going.

The relocation to Greece for some people was a decision taken because of the knowledge about the culture and the customs existed in the Greek society. However, the majority of them decided to come to Greece because their family or their friends had been located there.

Part of Interview

•When they came to Greece I moved to my relative's house because I had no place to live.

According to the results of the quantitative and the qualitative survey, the recruiters of the foreign people provide a training process regarding only the responsibilities and the tasks that the employees may have during their working performance, as there has been indicated a deficit in the provision of educational trainings for the knowledge of the language, or the culture of Greece.

When it comes to the social sector, the training on the professional means is considered extremely crucial, as the employees learn how to use materials and resources related to their job, such as medical objectives, or drugs. Most of them have learnt to speak the language from they own, as they had not received any assistance from someone else. The majority of them indicated that are fluent in speaking, understanding and writing in Greek, after their arrival in the country.

Part of Interview •I learned to speak Greek on my own. I am self-taught, since no one helped me.

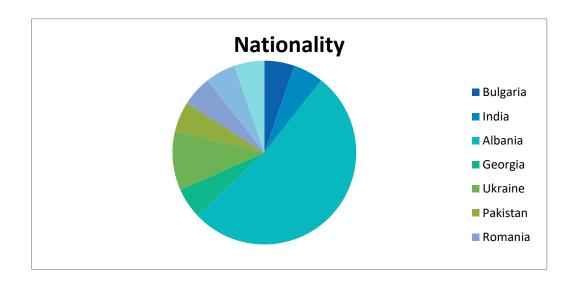
In many cases, the educational level of the foreign people is not officially acknowledged, because of the language's obstacles, or the difficulty on the verification of the legal documents.

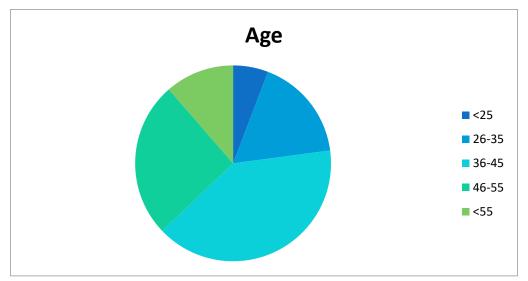
In general, the foreign workers have highlighted that they have a smooth cooperation with their recruiters and their colleagues in their current job, as they are satisfied with their working conditions and their working demands.

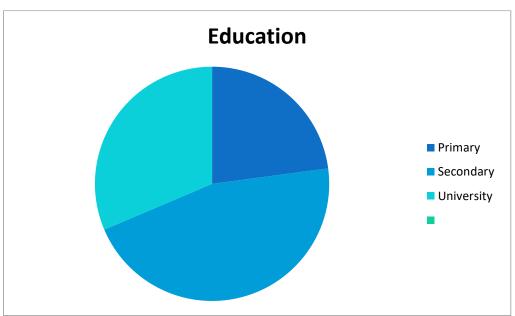
As far as the discrimination towards the foreign people, there have been reported few cases of unjust or prejudicial treatment concerning the differences on the language, the religion, or the nationality.

The following results give a general overview of the key-findings combined:

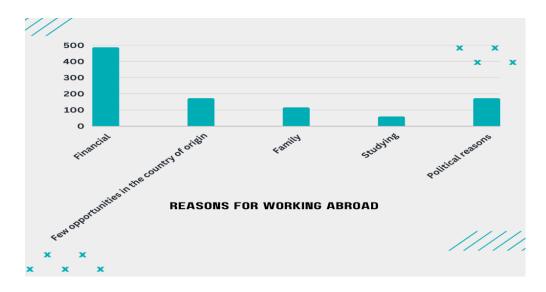
General information



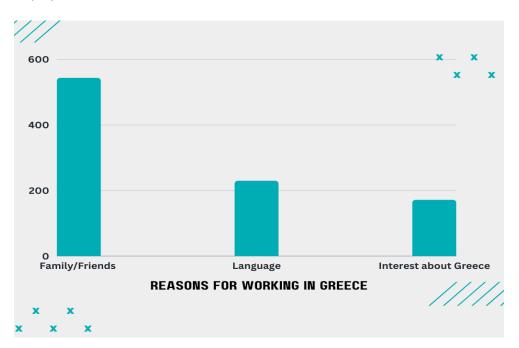


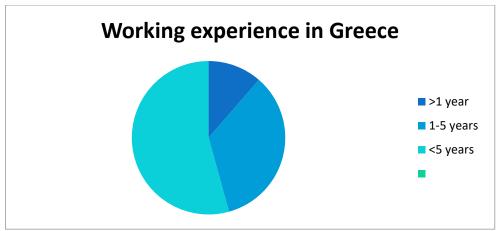


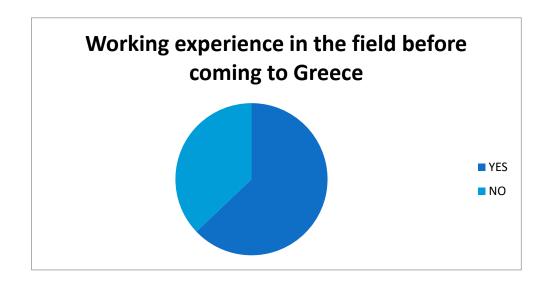
The decision to work abroad

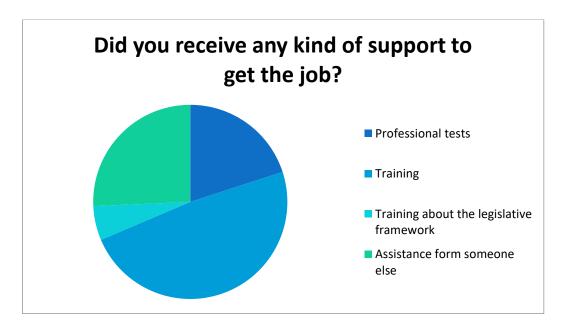


Employment in Greece

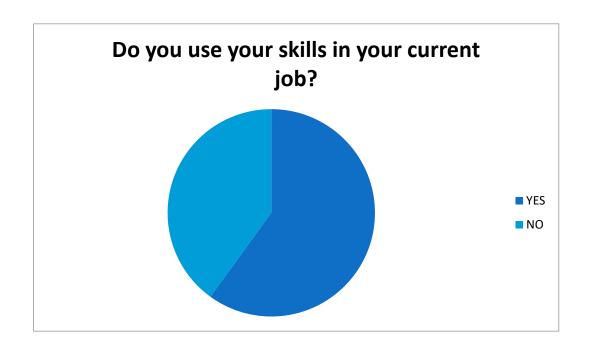


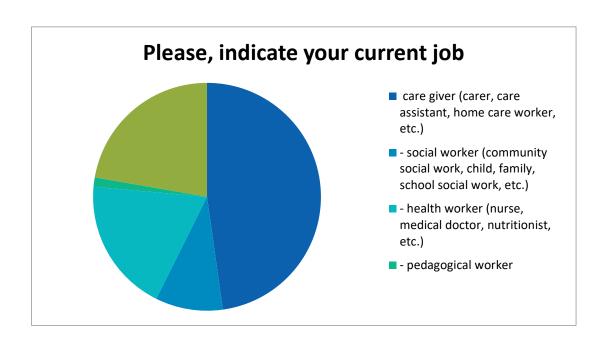


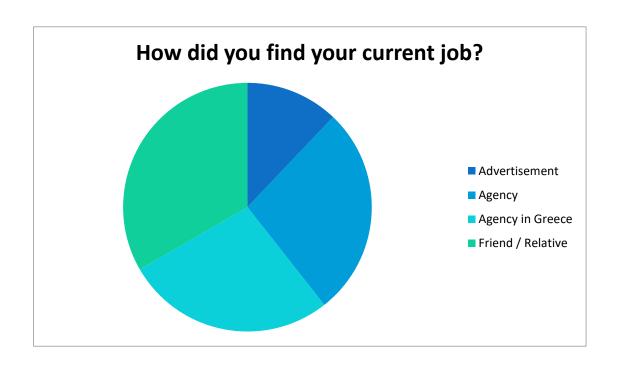


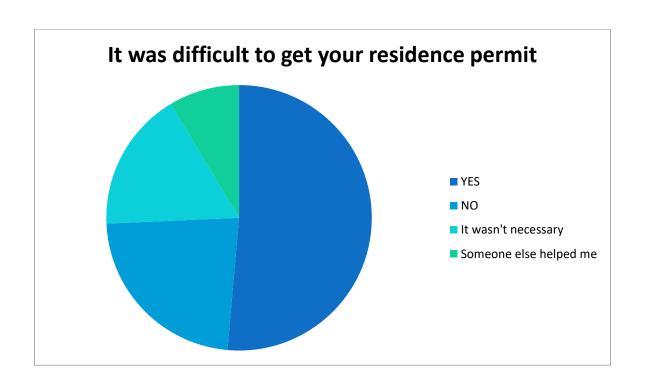


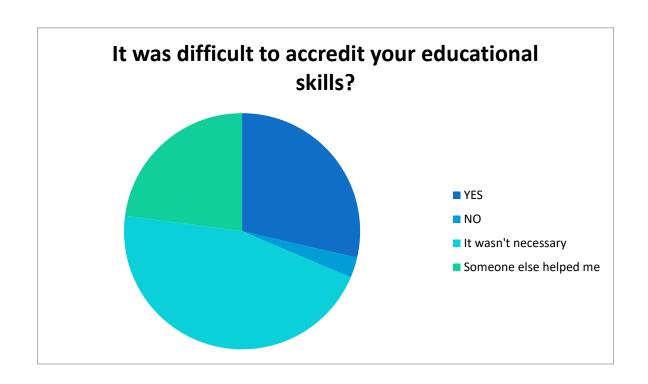
Connection with work



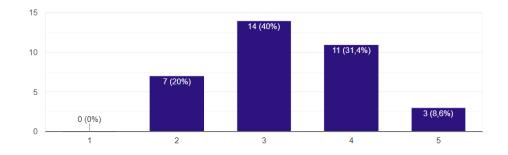




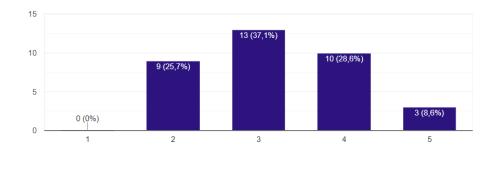




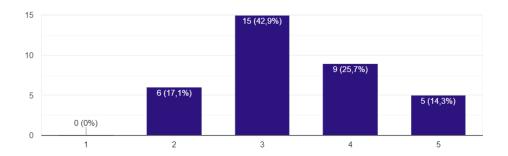
Satisfaction with the current job



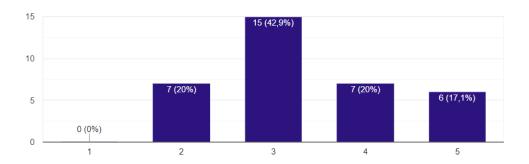
Satisfaction with the working environment



Satisfaction with the colleagues

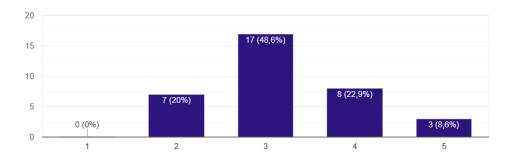


Satisfaction with the supervisor

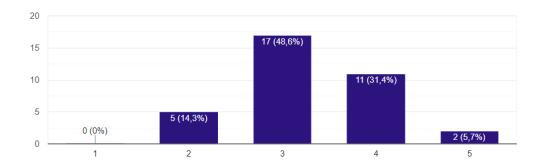


Qualifications, language competences

Speaking:

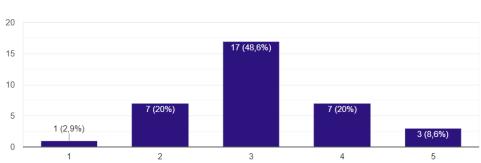


Understanding:

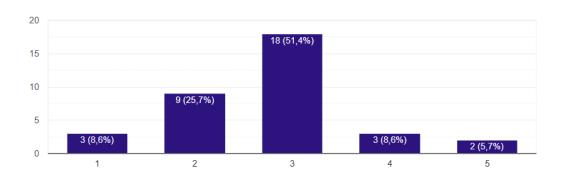


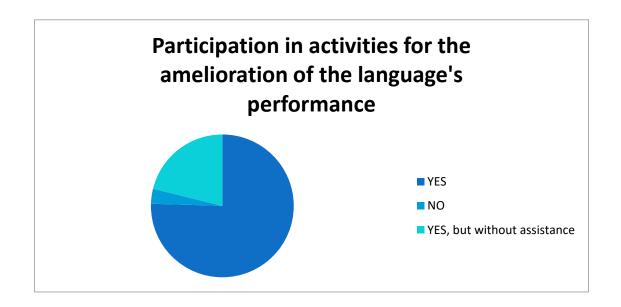
Listening:

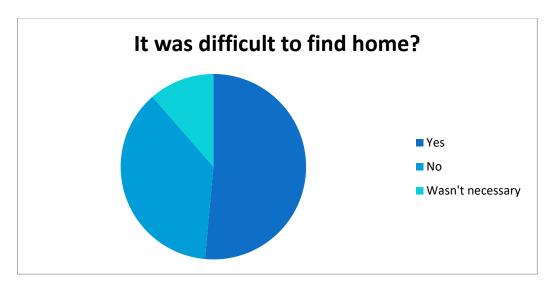
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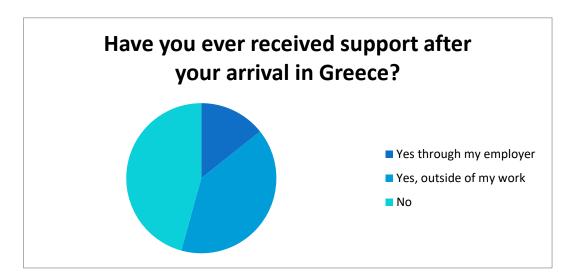
Writing:



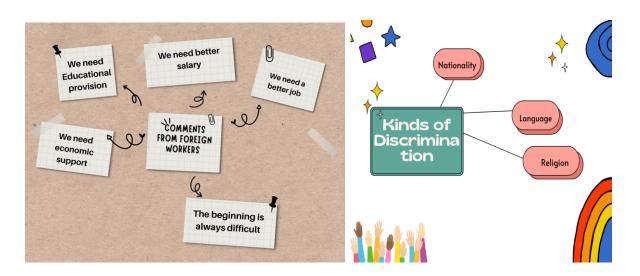




Access to social services



Some comments from foreign workers



RESULTS FROM THE FOCUS GROUP

Recruitment of foreign employees

The majority of the foreign workers in Greece faces a lot of obstacles in order get legally acknowledged from the official authorities. It is worth mentioned that in general there is a lack of common and concrete strategic procedures for the induction of the foreign workers within the Greek society and the labor market. Furthermore, it has been issued that there are unprecedented delays concerning the legal acknowledgement of the family members of the foreign workers staying in Greece, as the Greek authorities are reluctant to proceed to the provision of the residence permits. All these factors hinder the employability of the foreign workers, as there are a lot of crucial obstacles that constrain the entrance of these people into the local working environments. However, the Greek employers participated in the Focus Group indicated that all of them had a smooth

cooperation with employees coming from European, or third countries, many of them occupied as social workers, translators in NGOs, or pedagogues.

Performed by foreign employees

In general, the foreign workers are described as people willing to be occupied in jobs that the locals may avoid to do. In many times there are obstacles regarding the communication between the employer and the employee, as it is possible for a considerable number of them not speaking the Greek language after their arrival in the Greek territory. Also, in many times, the foreign workers have the status of the refugee which means that they are people with many vulnerabilities and traumatic personal experiences. The most usual differences that the foreign workers may have in relation to the local employees concern the cultural particularities. In many cases, people coming from third countries have different cultural and religious background. That situation intensifies the need for the adoption of more inclusive strategies within the working environments for the easiest induction of them in the social and working environments.

Reasons for employing foreign workers

The foreign workers are presented as people with many capabilities and capacities within the working space. Many of them are more receptive and flexible regarding their working demands, but they offer high quality results on their jobs. For a considerable number of Greek employers the employability of employees is not depended on their national identity, but on their qualifications and their professional performance.

Activities facilitating the integration of foreign employees

It has been reported that there is a lack of inclusive strategies that promote the adaption of the foreign workers in the Greek society. In many times the foreign workers feel excluded and isolated from their social environment, inducing them into creating social relationships only with people with the same national identity. Additionally, the lack of the knowledge regarding the Greek language is a factor that eliminates the access to the information and the resources.

Evaluation & Education in the employment of foreign workers

The educational background of the foreign workers is not always corresponded to the duties that they may have in the labor market. Furthermore, the lack of the language's fluency may restrict the possibilities of demonstrating their educational knowledge. Regarding the refugees, the most common obstacle that may face is the lack of their official educational certificates that could accredit their educational qualifications.

Proposed recommendations

Based on the findings of the Focus Group conducted, it has been highlighted that is very crucial the employers to respect the cultural particularities of people coming from third countries to Greece. It is important for the Greek society to adopt a mentality of respecting towards the people with different cultural backgrounds. When it comes to the working environments, there is a need for deeper

understanding of the foreign workers' needs and personal experiences, as well as for finding a way t
facilitate the communication among the employers and the employees.

CONCLUSION

• The status of a foreigner when entering the Greek borders can be categorized as following:



• Prerequisites regarding the right of residence:

Possession of a valid passport

Possession of a valid entry visa

Consistency with the public security

Consistency with the public health

• Key- findings:

The majority of foreigners entering into the Greek borders have faced numerous limitations and challenges, concerning their inclusion into the society, the acknowledgement of their skills and competences, or the acquisition of the residence permit.

In general, the conditions of surviving for a third country person are hindered through an abundant number of obstacles that influence not only their personal flourishing, but also their professional performance. The knowledge of the Greek language is perceived as an asset, since the foreign workers may have better communicational flexibility and professional results within the working environment.

A considerable number of employers interviewed have been emphasized on the emergent need for the adoption of a common and coherent policy that could be able to provide specific guidelines and recommendations regarding the induction and the inclusion of the foreign workers in the Greek community.

